

# B

## Economic Development and Regulation



# Office of the Deputy Mayor for Planning and Economic Development

www.dcbiz.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$30,665,131	\$28,124,088	-8.3

The mission of the Office of the Deputy Mayor for Planning and Economic Development (DMPED) is to facilitate the creation of wealth in the District of Columbia and the expansion of its revenue base, by revitalizing neighborhoods, expanding and diversifying the economy and promoting economic opportunities for District residents.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Complete and present to Council financing and development plans for a convention center hotel and redevelopment of the existing convention center site.
- Competitively select at least ten neighborhood business districts to participate in the D.C. Main Streets program.
- Bring about the redevelopment of 175 vacant and abandoned properties through the Home Again program.

## Did you know...

Acreage of the District	28,892
Acreage of the District used for commercial or industrial purposes in FY 2002	12,745
Private office vacancy rate in the District	7.7%

## Gross Funds

The proposed budget is \$28,124,088, a decrease of 8.3 percent from the FY 2003 approved budget of \$30,665,131. There are 36 total FTEs for the agency, an increase of 13 FTEs over FY 2003.

## General Fund

**Local Funds.** The proposed budget is \$4,307,663, representing a decrease of \$441,043 from the FY 2003 approved budget of \$4,748,705.

There are 24 FTEs funded by local sources, an increase of eight FTEs over FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$342,668 in personal services reflecting the adjusted Schedule A requirement for salaries and fringe benefits. In addition, there is an increase of two FTEs reflecting a technical adjustment.
- A net decrease of \$1,083,016 in nonpersonal services due primarily to reflect savings from other services and charges as well as lowered-projected agency operational

## Where the Money Comes From

Table EB0-1 shows the sources of funding for the Office of the Deputy Mayor for Planning.

Table EB0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	11,033	14,157	4,749	4,308	-441	-9.3
Special Purpose Revenue Fund	10,023	13,000	25,916	23,816	-2,100	-8.1
Total for General Fund	21,057	27,157	30,665	28,124	-2,541	-8.3
Federal Grant	297	574	0	0	0	0.0
<b>Total for Federal Resources</b>	<b>297</b>	<b>574</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Private Grant Fund	0	12	0	0	0	0.0
Total for Private Funds	0	12	0	0	0	0.0
Intra-District Fund	1,349	2,486	0	0	0	0.0
<b>Total for Intra-District Funds</b>	<b>1,349</b>	<b>2,486</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>22,703</b>	<b>30,228</b>	<b>30,665</b>	<b>28,124</b>	<b>-2,541</b>	<b>-8.3</b>

requirements for FY 2004.

- A transfer in of \$105,000 to personal services and one FTE to move the responsibility of the Home Again program from the Department of Housing and Community Development. The Home Again program is an initiative to reduce vacant housing in the District.
- An increase of five FTEs to provide administrative and project management support for projects such as Reservation 13 and the Anacostia Waterfront redevelopment. A redirection of expenditures totaling \$194,305 to personal services from nonpersonal services will fund the positions not included in the budget.

**Special Purpose Revenue Funds.** The proposed budget is \$23,816,426, a decrease of \$2,100,000 from the FY 2003 approved budget of \$25,916,426. There are twelve FTEs funded by Special Purpose sources, an increase of five from FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$92,048 in personal services

reflecting the adjusted Schedule A requirement for salaries and fringe benefits.

- A net decrease of \$2,192,048, due primarily to a reduction in the anticipated funding from the Commercial Trust Fund and Industrial Revenue Bond program balances and a reduction in contractual services.
- An increase of five FTEs to provide staff support to the D.C. Main Street component of the RESTORE D.C. program, which is a commercial revitalization program.

## Programs

The Office of the Deputy Mayor for Planning and Economic Development is committed to the following programs:

### Deputy Mayor for Planning and Economic Development

	FY 2003	FY 2004
Budget	\$30,105,778	\$27,057,855
FTEs	20	32

The Deputy Mayor for Planning and Economic Development program primarily supports the Citywide Strategic Priority area of Promoting

## How the Money is Allocated

Tables EB0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table EB0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	5,222	5,885	1,919	2,552	633	33.0
12 Regular Pay - Other	267	71	0	0	0	0.0
13 Additional Gross Pay	115	13	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	846	1,031	283	385	101	35.8
15 Overtime Pay	0	12	0	0	0	0.0
<b>Subtotal Personal Services (PS)</b>	<b>6,450</b>	<b>7,013</b>	<b>2,202</b>	<b>2,936</b>	<b>734</b>	<b>33.3</b>
20 Supplies and Materials	65	230	182	151	-31	-17.3
30 Energy, Comm. and Bldg Rentals	61	36	4	15	10	237.7
31 Telephone, Telegraph, Telegram, Etc	64	160	58	24	-34	-58.8
32 Rentals - Land and Structures	1,535	710	31	515	484	1,545.1
33 Janitorial Services	0	18	0	8	8	100.0
34 Security Services	0	27	0	12	12	100.0
40 Other Services and Charges	5,003	8,551	2,319	5,832	3,512	151.4
41 Contractual Services - Other	19	2,061	10,820	4,487	-6,333	-58.5
50 Subsidies and Transfers	9,250	11,176	15,000	14,120	-880	-5.9
70 Equipment & Equipment Rental	256	247	48	25	-23	-48.2
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>16,253</b>	<b>23,216</b>	<b>28,463</b>	<b>25,188</b>	<b>-3,275</b>	<b>-11.5</b>
<b>Total Proposed Operating Budget</b>	<b>22,703</b>	<b>30,228</b>	<b>30,665</b>	<b>28,124</b>	<b>-2,541</b>	<b>-8.3</b>

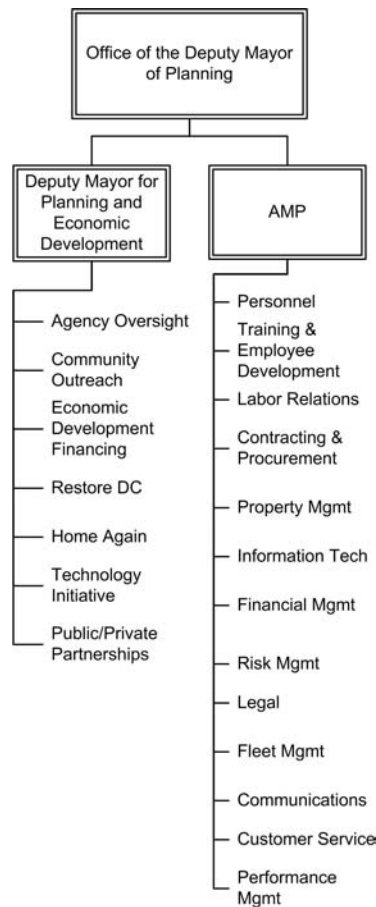
Table EB0-3

### FY 2004 Full-Time Equivalent Employment Levels

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	69	86	16	24	8	50.0
Special Purpose Revenue Fund	3	2	7	12	5	71.4
<b>Total for General Fund</b>	<b>72</b>	<b>88</b>	<b>23</b>	<b>36</b>	<b>13</b>	<b>56.5</b>
<b>Intra-District Funds</b>						
Intra-District Fund	4	2	0	0	0	0.0
<b>Total for Intra-District Funds</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>76</b>	<b>90</b>	<b>23</b>	<b>36</b>	<b>13</b>	<b>56.5</b>

Figure EB0-1

## Office of the Deputy Mayor for Planning and Economic Development



Economic Development. The purpose of the Deputy Mayor for Planning and Economic Development program is to provide specialized, strategic economic development assistance, including financing, program and policy development and inter-agency coordination services to businesses, developers and community stakeholders so they can pursue ventures that revitalize neighborhoods, expand and diversify the local economy and provide economic opportunity for District residents.

Key initiatives associated with the Deputy Mayor for Planning and Economic Development program are:

- Provide District-wide specialized economic development assistance.

- Attract and retain businesses within the District.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 1: Deputy Mayor For Planning and Economic Development

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* El Chino Martin, Chief of Staff

*Supervisor(s):* Eric Price, Deputy Mayor for Planning and Economic Development

**Measure 1.1: Percent of agency performance contract targets achieved**

	Fiscal Year	
	2004	2005
Target	75	75
Actual	-	-

**Measure 1.2: Percent of constituent calls acknowledged within District's customer service standards**

	Fiscal Year	
	2004	2005
Target	90	95
Actual	-	-

**Measure 1.3: Percent of constituent letters acknowledged within District's customer service standards**

	Fiscal Year	
	2004	2005
Target	70	80
Actual	-	-

**Measure 1.4: Percent of constituent correspondence closed within specified time period**

	Fiscal Year	
	2004	2005
Target	75	75
Actual	-	-

**Measure 1.5: Ratio of private funds leveraged with public funds through Economic Development Finance projects**

	Fiscal Year	
	2004	2005
Target	200.1	225.1
Actual	-	-

Note: The target represents the ratio of private dollars to public dollars (e.g., \$200 private:\$1 public).

**Measure 1.6: Ratio of private funds leveraged with public funds through reSTORE DC**

	Fiscal Year	
	2004	2005
Target	3.7	5.7
Actual	-	-

Note: The target represents the ratio of private to public dollars (e.g., \$3 private:\$7 public).

**Measure 1.7: Number of properties caused to be redeveloped through Home Again program**

	Fiscal Year	
	2004	2005
Target	175	200
Actual	-	-

**Measure 1.8: Number of technology firms retained by placing them in master-leased space**

	Fiscal Year	
	2004	2005
Target	6	8
Actual	-	-

**Measure 1.9: Number of District businesses surveyed regarding retention/expansion plans and District business climate factors**

	Fiscal Year	
	2004	2005
Target	300	500
Actual	-	-

**Agency Management**

	FY 2003	FY 2004
Budget	\$559,353	\$1,066,233
FTEs	3	4

The purpose of the Agency Management program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

**Key Result Measures****Program 2: Agency Management**

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* El Chino Martin, Chief of Staff

*Supervisor(s):* Eric Price, Deputy Mayor for Planning and Economic Development

**Measure 2.1: Percent of DMPED's activities with long-range IT plans**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 2.2: Percent variance of estimate to actual expenditure (over/under)**

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 2.3: Percent reduction of employee lost workday injury cases agency-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)**

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 2.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 2.5: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-



# Office of Planning

[www.planning.dc.gov](http://www.planning.dc.gov)

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$7,158,388	\$6,645,891	-7.2

The mission of the Office of Planning (OP) is to provide planning and information services that strategically guide the preservation, revitalization, and development of the Nation's Capital so citizens can participate in a fair and balanced process involving the broadest range of stakeholders.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Promote neighborhood revitalization and preservation for increased physical, economic, and social equity by updating 100 percent of the Strategic Neighborhood Action Plans (SNAPs) by October 2004.

## Did you know...

Telephone	(202) 442-7600
Strategic Neighborhood Action Plans completed and published in FY 2002	39 (one for each neighborhood cluster)
Historic preservation cases processed in FY 2002	4,049 (a 47 percent increase over FY 2001)
Maps created to support the electoral process	323 (one for each Advisory Commissioner and each Single Member District)

- Promote the revitalization of downtown and waterfront areas for all District residents by supporting the Mayor's downtown housing, Main Street, and waterfront goals by advocating 9,100 units of downtown housing by 2010, supporting the identification of five new Main Street designations in 2004, and developing a framework plan for the Anacostia waterfront by 2004.
- Promote an efficient, balanced, and inclusive land use regulatory process by continuing to use mediation services to help resolve land use disputes and reviewing 60 major zoning cases in FY 2004 and FY 2005.
- Ensure preservation and promotion of historic assets by annually increasing the number of designated historic properties, expanding outreach efforts, and ensuring effective protection of historic properties.
- Expand outreach, education, and communications to better inform and involve citizens by posting plans and zoning reports on the Office of Planning's website within 30 days of issuance.

- Strengthen the agency's intergovernmental role to ensure effective planning by submitting Comprehensive Plan amendments in 2005.
- Enhance the agency's effectiveness as the principal source of spatial information for planning the future of the District by ensuring that 60 percent of customers in FY 2004 (70 percent in FY 2005) report that they have the information they need to fulfill their roles in this process.

## Gross Funds

The proposed budget is \$6,645,891, representing a decrease of 7.2 percent from the FY 2003 approved budget of \$7,158,388. There are 67 total FTEs for the agency, representing no change from FY 2003.

## General Fund

**Local Funds.** The proposed budget is \$6,195,891, a decrease of \$406,990 from the FY 2003 approved budget of \$6,602,881.

There are 64 FTEs funded by local sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- A net decrease of \$184,745, which includes a decrease of \$18,061 in personal services

reflecting the Schedule A requirements for salaries and fringe benefits and a decrease of \$166,684 to reflecting savings for a hiring freeze.

- A net decrease of \$222,245 in non-personal services. This includes a net increase of \$374,264 in fixed costs based on the estimate provided by the Office of Finance and Resource Management (OFRM), offset by a reduction of \$596,509 in contractual costs based on reduced agency requirements.

## Federal Funds

The proposed budget is \$450,000, a decrease of \$105,507 from the FY 2003 approved budget of \$555,507. There are three FTEs funded by Federal sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$26,842 to fully fund personal services based on the Schedule A requirements for salaries, fringe benefits and overtime.
- A decrease of \$132,349 due primarily to the agency's estimation that half of each annual grant awarded by the National Park Service will be spent in FY 2004.

## Where the Money Comes From

Table BD0-1 shows the sources of funding for the Office of Planning.

Table BD0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	0	0	6,603	6,196	-407	-6.2
Total for General Fund	0	0	6,603	6,196	-407	-6.2
<b>Federal Grant</b>	<b>0</b>	<b>0</b>	<b>556</b>	<b>450</b>	<b>-106</b>	<b>-19.0</b>
<b>Total for Federal Resources</b>	<b>0</b>	<b>0</b>	<b>556</b>	<b>450</b>	<b>-106</b>	<b>-19.0</b>
<b>Gross Funds</b>	<b>0</b>	<b>0</b>	<b>7,158</b>	<b>6,646</b>	<b>-513</b>	<b>-7.2</b>

## How the Money is Allocated

Tables BD0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table BD0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	0	0	4,143	4,051	-92	2.2
12 Regular Pay - Other	0	0	93	0	-93	-100.0
14 Fringe Benefits - Curr Personnel	0	0	569	597	27	4.8
<b>Subtotal Personal Services (PS)</b>	<b>0</b>	<b>0</b>	<b>4,805</b>	<b>4,647</b>	<b>-158</b>	<b>-3.3</b>
20 Supplies and Materials	0	0	53	51	-2	-3.8
30 Energy, Comm. and Bldg Rentals	0	0	34	0	-34	-100.0
31 Telephone, Telegraph, Telegram, Etc	0	0	9	73	63	688.7
32 Rentals - Land and Structures	0	0	670	1,015	345	51.4
40 Other Services and Charges	0	0	227	247	20	8.6
41 Contractual Services - Other	0	0	1,224	493	-731	-59.7
70 Equipment & Equipment Rental	0	0	136	120	-16	-11.8
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>0</b>	<b>0</b>	<b>2,353</b>	<b>1,999</b>	<b>-355</b>	<b>-15.1</b>
<b>Total Proposed Operating Budget</b>	<b>0</b>	<b>0</b>	<b>7,158</b>	<b>6,646</b>	<b>-512</b>	<b>-7.2</b>

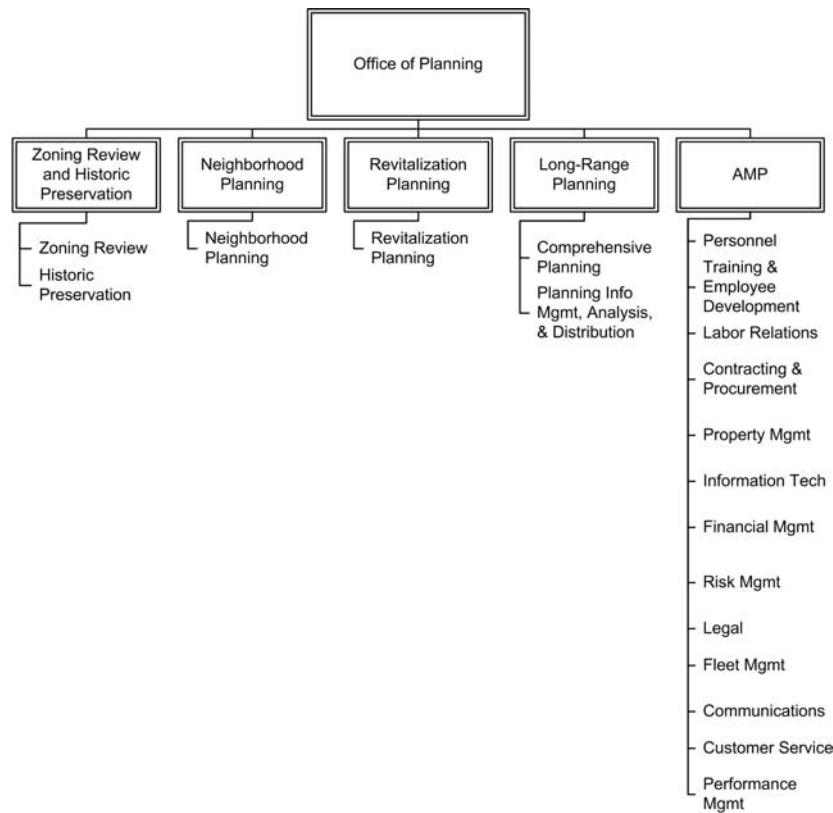
Table BD0-3

### FY 2004 Full-Time Equivalent Employment Levels

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	0	0	64	64	0	0.0
<b>Total for General Fund</b>	<b>0</b>	<b>0</b>	<b>64</b>	<b>64</b>	<b>0</b>	<b>0.0</b>
<b>Federal Resources</b>						
Federal Grant	0	0	3	3	0	0.0
<b>Total for Federal Resources</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>0</b>	<b>0</b>	<b>67</b>	<b>67</b>	<b>0</b>	<b>0.0</b>

Figure BD0-1

## Office of Planning



## Programs

The Office of Planning is committed to the following programs:

### Zoning Review and Historic Preservation

	FY 2003*	FY 2004
Budget	\$2,371,966	\$2,180,920
FTEs	26	26

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Zoning Review and Historic Preservation** program primarily supports the Citywide Strategic Priority area of Making Government Work. This program serves two purposes. First, the Zoning Review component provides expert recommendation, assistance, and facilitation services to other government agencies, boards, commissions, developers and citizens so they can

make informed and educated decisions on zoning proposals, development projects and permit applications.

Second, the Historic Preservation component provides historic preservation expertise, regulatory enforcement, and financial assistance services to other government agencies, boards, and citizens so they can make informed and educated decisions on development projects and permit applications that will result in the appreciation, preservation and enhancement of historic properties.

Key initiatives associated with the Zoning Review and Historic Preservation program are:

- Provide analysis for important Zoning Commission, Board of Zoning Adjustment, and Historic Preservation Review Board efforts.
- Initiate necessary zoning changes to implement small area plans and the

- Comprehensive Plan.
- Review Environmental Impact Screenings, large tract reviews, antenna and roof structure plans, and criteria for transfers of development rights.
- Certify compliance with the Downtown Development District.
- Initiate Historic Preservation Grant projects for community-based historic preservation projects.
- Review all applications for construction, demolition and rehabilitation of buildings within historic districts.
- Certify compliance with the Tax Reform Act, section 106 of the National Historic Preservation Act, and historic Transfers of Development Rights regulations.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 1: Zoning Review and Historic Preservation

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Ellen McCarthy

*Supervisor(s):* Andrew Altman, Director

#### Measure 1.1: Percent of OP reports that meet the expectations of boards/commissions

	Fiscal Year	
	2004	2005
Target	80	85
Actual	-	-

#### Measure 1.2: Increase the number of designated historic properties

	Fiscal Year	
	2004	2005
Target	6	6
Actual	-	-

## Neighborhood Planning

	FY 2003*	FY 2004
Budget	\$1,169,615	\$587,507
FTEs	12	10

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Neighborhood Planning** program primarily supports the Citywide Strategic Priority areas of *Making Government Work, Enhancing Unity of Purpose and Democracy, and Building Sustainable Neighborhoods*. The purpose of the Neighborhood Planning program is to provide strategic and neighborhood action plan development, update, and coordination services to D.C. citizens, neighborhood stakeholders, and other agencies so they can participate in the development of citizen-initiated neighborhood priorities.

In FY 2001, the Neighborhood Planning program began with an extensive community engagement process, conducting visioning workshops and citizen steering committee meetings in each of the 39 neighborhood clusters. In FY 2002, OP worked with the City Administrator's office and all agencies of the District government to align citizen priorities with agency budget commitments. The result was the publication of 39 SNAP plans. The program will provide updates to citizens on a biennial basis.

Key initiatives associated with the Neighborhood Planning program are:

- Develop Neighborhood Strategic Development plans to support the Strategic Neighborhood Investment Program.
- Create one Small Area Plan in every ward.
- Track and implement OP action items identified in the SNAP plans.
- Provide planning expertise for the Mayor's Neighborhood Service Initiative.
- Provide updates to citizens as part of the Strategic Neighborhood Action Plans and the Mayor's Citizen Summit.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 2: Neighborhood Planning

*Citywide Strategic Priority Area(s):* Making

Government Work

*Manager(s):* Toni Griffin

*Supervisor(s):* Andrew Altman, Director

#### Measure 2.1: Percent of identified cluster stakeholders who participated in SNAP and neighborhood planning processes

	Fiscal Year	
	2004	2005
Target	50	50
Actual	-	-

## Revitalization Planning

	FY 2003*	FY 2004
Budget	\$908,726	\$1,111,543
FTEs	11	11

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Revitalization Planning** program primarily supports the Citywide Strategic Priority area of Promoting Economic Development. The purpose of the Revitalization Planning program is to provide downtown, waterfront, transit-oriented development (TOD), and neighborhood commercial revitalization planning services to D.C. citizens, neighborhood stakeholders, and federal and District agencies so they can have strategic framework plans that promote short and long term revitalization and economic development goals for neighborhoods and the city overall.

In FY 2001, OP began major planning initiatives downtown, along the Anacostia Waterfront, and neighborhood commercial corridors. In FY 2002, OP completed significant milestones in these areas including: the release of the Wax Museum, Mather Building, Franklin School and existing Convention Center site requests for proposals; initiation of the H Street commercial corridor study; publication of the Mayor's Transit-oriented development task force report and design guidelines manual for residents; and the completion of draft plans for the Anacostia Waterfront Initiative, including the Framework Plan, Reservation 13, and the

Southwest Waterfront. OP also is in the process of initiating the master planning process for the St. Elizabeths Campus.

Key initiatives associated with the Revitalization Planning program are:

- Develop and implement a vision and plan for the Anacostia Waterfront Initiative and its target neighborhoods.
- Further the goals of the Mayor's Transit Oriented Development (TOD) strategy through the development of TOD policies, land use planning and zoning, and community education and outreach.
- Participate in commercial revitalization initiatives throughout the city by developing strategic revitalization plans in targeted neighborhood commercial areas.
- Further the goals of the Mayor's Downtown Action Agenda by promoting residential development and disposition of publicly owned sites for preferred uses.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 3: Revitalization Planning

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Toni Griffin

*Supervisor(s):* Andrew Altman, Director

#### Measure 3.1: Percent of strategic framework plan implementation items completed by the end of the fiscal year (take a snapshot on 9/30 each year)

	Fiscal Year	
	2004	2005
Target	25	25
Actual	-	-

## Long-Range Planning

	FY 2003*	FY 2004
Budget	\$875,930	\$639,755
FTEs	10	10

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Long-Range Planning** program supports multiple priorities identified in the Citywide Strategic Plan, including, *Building Sustainable Neighborhoods, Promoting Economic Development, Making Government Work and Strengthening Children, Youth, Families and Elders*. This scope is extensive in large part because the District's Comprehensive Plan (one of the services provided by the Comprehensive Planning activity) provides long-range policy and planning guidance in all of these areas. It also reflects the key analytical support services provided by this program to all of the other agency programs.

The purpose of the Long-Range Planning program is to provide data, analysis, information, and long-range planning services to OP staff, neighborhood stakeholders, citizens, businesses, other D.C. and federal agencies, and other decision makers of the District so they can have the information needed to plan, develop, and preserve the city. The data, mapping, and analytical services provided by this program are essential to the effectiveness of the agency's other programs.

Key initiatives associated with the Long-Range Planning program are:

- Updating the District elements of the Comprehensive Plan.
- Assisting to resolve land use disputes across the city.
- Playing a leadership role with the D.C. Geographic Information Systems (GIS) Steering Committee and the Office of the Chief Technology Officer to make high-quality mapping, analysis, and spatial information about the District accessible to everyone.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 4: Long-Range Planning

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* TBD

*Supervisor(s):* Andrew Altman, Director

### Measure 4.1: Percentage of customers who report they have the key information they need to fulfill their role in planning the city

	Fiscal Year	
	2004	2005
Target	60	70
Actual	-	-

### Measure 4.2: Percentage increase in projects addressing the land use element policies in the Comprehensive Plan

	Fiscal Year	
	2004	2005
Target	20	20
Actual	-	-

## Agency Management

	FY 2003*	FY 2004
Budget	\$1,832,151	\$2,224,052
FTEs	9	9

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Agency Management** program provides the operational support to the agency so it has the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

## Key Result Measures

### Program 5: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* David King

*Supervisor(s):* Andrew Altman, Director

### Measure 5.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: Agencies are establishing their cost-saving projects during the second-third quarters of FY 2003.

**Measure 5.2: Percent of OP activities with long-range IT plans**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 5.3: Percent variance of estimate to actual expenditure**

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 5.4: Percent reduction of employee lost work-day injury cases OP-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)**

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 5.5: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 5.6: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-



# Office of Local Business Development

www.olbd.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$1,092,832	\$1,128,949	3.3

The mission of the Office of Local Business Development (OLBD) is to process applicants into the local, small and disadvantaged business enterprise (LSDBE) program fostering economic development and job creation in the District of Columbia. The OLBD advocates for inclusion of LSDBEs in contracting opportunities with District government agencies and private sector partners. OLBD also monitors District agency and private sector memoranda of understanding (MOU) partners to ensure compliance with LSDBE goals.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Continue to monitor District agency compliance with D.C. Law 12-268.
- Continue to monitor agreements made with private partners via the Industrial Revenue Bond and Tax Increment Financing programs to ensure compliance with LSDBE goals.
- Continue community outreach efforts to inform District-based businesses about the District's small business set aside and local business preference programs.

## Did you know...

Telephone (202) 727-3900

OLBD holds monthly Local Small and Disadvantaged Business Enterprise (LSDBE) orientation seminars.

LSDBEs were paid more than \$1 billion during the last three years from District agencies and District independent agencies.

LSDBEs have been awarded \$237 million in contracts on the new Washington Convention Center project of which \$189 million has been paid.

OLBD holds monthly contracting roundtables with procurement staff and LSDBEs.

OLBD provides one-on-one counseling to companies interested in the LSDBE program.

## Where the Money Comes From

Table EN0-1 shows the sources of funding for the Office of Local Business Development

Table EN0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	0	0	1,093	1,129	36	3.3
<b>Total for General Fund</b>	<b>0</b>	<b>0</b>	<b>1,093</b>	<b>1,129</b>	<b>36</b>	<b>3.3</b>
<b>Gross Funds</b>	<b>0</b>	<b>0</b>	<b>1,093</b>	<b>1,129</b>	<b>36</b>	<b>3.3</b>

## How the Money is Allocated

Tables EN0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table EN0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	0	0	610	622	12	2.0
14 Fringe Benefits - Curr Personnel	0	0	93	95	2	2.1
<b>Subtotal Personal Services (PS)</b>	<b>0</b>	<b>0</b>	<b>703</b>	<b>717</b>	<b>14</b>	<b>2.0</b>
20 Supplies and Materials	0	0	19	19	0	0.0
30 Energy, Comm. and Bldg Rentals	0	0	5	18	13	270.4
31 Telephone, Telegraph, Telegram, Etc	0	0	11	18	8	71.3
32 Rentals - Land and Structures	0	0	89	65	-24	-26.5
33 Janitorial Services	0	0	0	11	11	100.0
34 Security Services	0	0	0	15	15	100.0
40 Other Services and Charges	0	0	242	242	0	0.0
70 Equipment & Equipment Rental	0	0	24	24	0	-0.3
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>0</b>	<b>0</b>	<b>390</b>	<b>412</b>	<b>22</b>	<b>5.7</b>
<b>Total Proposed Operating Budget</b>	<b>0</b>	<b>0</b>	<b>1,093</b>	<b>1,129</b>	<b>36</b>	<b>3.3</b>

Table EN0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
<b>Local Fund</b>	0	0	10	10	0	0.0
<b>Total for General Fund</b>	0	0	10	10	0	0.0
<b>Total Proposed FTEs</b>	0	0	10	10	0	0.0

**Gross Funds**

The proposed budget is \$1,128,949, representing an increase of 3.3 percent over the FY 2003 approved budget of \$1,092,832. There are 10 total FTEs for the agency, representing no change from FY 2003.

**General Fund**

**Local Funds.** The proposed budget is \$1,140,429, an increase of \$36,117 over the FY 2003 approved budget of \$1,092,832. There are 10 FTEs funded by local sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$17,597 to reflect fixed cost estimates provided by the Office of Finance and Resource Management (OFRM).
- A net increase of \$30,000 for supplies and materials needed to monitor agency compli-

- A decrease of \$11,480 to reflect savings attributable to agencies' hiring freezes.

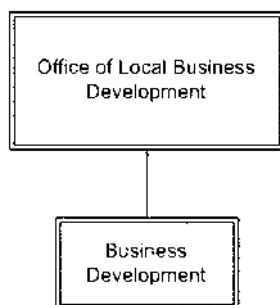
**Programs**

The Office of Local Business Development is committed to the following program.

**Business Development**

The Office of Local Business Development (OLBD) in conjunction with the Office of Contracting and Procurement (OCP) is responsible for implementing the District's Small Business Set Aside Program and the Preference Point Program for open market solicitations. These programs stimulate and foster economic opportunities for local, small, and disadvantaged business enterprises. The OLBD engages LSDBE participation through various marketing and outreach efforts. Additionally, OLBD monitors LSDBE agreements made with private partners through the Industrial Revenue Bond (IRB) and Tax Increment Finance (TIF) programs ensuring LSDBE contracting opportunities.

Figure EN0-1

**Office of Local Business Development**

ance and certify new businesses.

Key initiatives associated with the Business Development program are:

- Host an annual LSDBE marketplace.
- Attend a minimum of 25 community events.
- Work with private sector partners to ensure LSDBE compliance on MOU agreements under the IRB and TIF programs.
- Hold monthly contracting roundtables with agency procurement officers and the LSDBE community.

## Agency Goals and Performance Measures

### Goal 1: Maintain a Local, Small and Disadvantaged Business Enterprises (LSDBE) database that supports the LSDBE program.

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Nicole Copeland, Interim Supervisor, Certification Specialist

*Supervisor(s):* Jacquelyn Flowers, Director, Office of Local Business Development

#### Measure 1.1: Certify or re-certify 200 LSDBE's annually

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	200	200	200	200	200
Actual	279	275	-	-	-

Note: New measure added 3/5/02.

### Goal 2: Improve compliance with D.C. Law 12-268.

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Andre Banks, Supervisor, Compliance Specialist

*Supervisor(s):* Jacquelyn Flowers, Director, Office of Local Business Development

#### Measure 2.1: Percent of agencies in compliance with D.C. Law 12-268

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	60	90	100	100
Actual	N/A	85	90	-	-

#### Measure 2.2: Number of training sessions for District CFO's and contracting officers on DC Law 12-268

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	2	2	2
Actual	N/A	2	-	-	-

Note: New measure added 1/8/03.

### Goal 3: Ensure that Local, Small, and Disadvantaged Business Enterprises (LSBDEs) participate in the District's economic revitalization.

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Andre Banks, OLBD Compliance Manager

*Supervisor(s):* Jacquelyn Flowers, Director, Office of Local Business Development

#### Measure 3.1: Award a minimum of 40 percent of actual contracts for the new Washington Convention Center project to Local, Small and Disadvantaged Business Enterprises (LSBDEs)

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	40	40	40	n/a	n/a
Actual	49	48.6	-	-	-

Note: Project to be completed in FY 2003.

# Office of Motion Picture and Television Development

www.film.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$573,500	\$569,246	-0.7

The mission of the Office of Motion Picture and Television Development (OMPTD) is to initiate and implement programs aimed at generating revenue and stimulating employment opportunities in the District through production of film, video, photography, and multimedia projects.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Maintain the current receptive environment for film and video production to ensure that the current base of production remains within the District.
- Encourage the current base of production to undertake a larger portion of production activity within the District.
- Induce new companies in the U.S. and abroad to produce within the District.

## Did you know...

Telephone	(202) 727-6608
Number of major television series and motion pictures filmed in D.C. since 1991	92
Number of major television series and motion pictures filmed in D.C. in the 2001-2002 season	27

## Where the Money Comes From

Table TK0-1 shows the sources of funding for the Office of Motion Picture and Television Development

Table TK0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	0	0	574	569	-4	-0.7
<b>Total for General Fund</b>	<b>0</b>	<b>0</b>	<b>574</b>	<b>569</b>	<b>-4</b>	<b>-0.7</b>
<b>Gross Funds</b>	<b>0</b>	<b>0</b>	<b>574</b>	<b>569</b>	<b>-4</b>	<b>-0.7</b>

## How the Money is Allocated

Tables TK0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table TK0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	0	0	289	280	-9	-3.1
12 Regular Pay - Other	0	0	1	1	0	0.0
14 Fringe Benefits - Curr Personnel	0	0	45	45	-1	-1.7
<b>Subtotal Personal Services (PS)</b>	<b>0</b>	<b>0</b>	<b>336</b>	<b>326</b>	<b>-10</b>	<b>-2.9</b>
20 Supplies and Materials	0	0	3	5	2	66.7
30 Energy, Comm. and Bldg Rentals	0	0	1	6	5	324.6
31 Telephone, Telegraph, Telegram, Etc	0	0	9	10	0	2.4
32 Rentals - Land and Structures	0	0	20	11	-9	-43.4
33 Janitorial Services	0	0	0	4	4	100.0
34 Security Services	0	0	0	5	5	100.0
40 Other Services and Charges	0	0	204	195	-9	-4.2
70 Equipment & Equipment Rental	0	0	0	8	8	100.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>0</b>	<b>0</b>	<b>238</b>	<b>243</b>	<b>6</b>	<b>2.4</b>
<b>Total Proposed Operating Budget</b>	<b>0</b>	<b>0</b>	<b>574</b>	<b>569</b>	<b>-4</b>	<b>-0.7</b>

Table TK0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	0	0	5	5	0	0.0
<b>Total for General Fund</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0.0</b>

**Gross Funds**

The proposed budget is \$569,246, representing a decrease of 0.7 percent from the FY 2003 approved budget of \$573,500. There are five total FTEs for the agency, representing no change from FY 2003.

**General Fund**

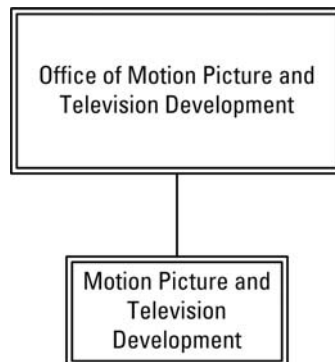
**Local Funds.** The proposed budget is \$569,246, a decrease of \$4,254 from the FY

2003 approved budget of \$573,500. There are five FTEs funded by local sources, representing no change from FY 2003.

The changes from the FY 2003 approved budget is:

- A net increase of \$5,591 in nonpersonal services which reflects the projected agency operational requirements for FY 2004.
- A decrease of \$9,845 to reflect savings attributable to the agency's hiring freeze.

Figure TK0-1

**Office of Motion Picture and Television Development****Programs**

The Office of Motion Picture and Television Development is committed to the following program:

**Motion Picture and Television Development**

This program provides for the promotion of the District in the U.S. and abroad as a major venue for production activity. These outreach efforts

generate revenue for the District and include the following forms of production: feature films, short films, television series, television specials, commercials, documentaries, corporate, music and education videos. This program also promotes use of local film and video resources, and provides pre-production, production, and post-production assistance to producers filming in the city. In addition, this program stimulates employment opportunities in the District

through the production of film, video, photography, and multimedia projects.

The key initiatives associated with the Motion Picture and Television Development program are:

- Monitor proposed legislation that deals with federal level investment tax credits and the enactment of tariffs to strengthen the motion picture and television industry and retrieve runaway production in Canada and abroad.
- Nurture and develop the District's indigenous talent and technical base through educational programs and competitions such as the Film D.C. Screenwriting Contest.
- Develop an international marketing campaign to ensure that the District obtains its share of the lucrative foreign production market.

## Agency Goals and Performance Measures

### Goal 1: Expand the overall level of motion picture and television production activity in the District by five percent.

*Citywide Strategic Priority Areas:* Promoting Economic Development; Making Government Work

*Manager:* Crystal Palmer, Director

*Supervisor:* Eric Price, Deputy Mayor of Planning and Economic Development

#### Measure 1.1: The total number of productions filmed in the District

	2000	Fiscal Year 2001	2002	2003	2004
Target	142	200	244	256	269
Actual	157	232	-	-	-

### Goal 2: Increase temporary employment and training opportunities in the District's motion picture and television industry by five percent.

*Citywide Strategic Priority Areas:* Promoting Economic Development; Making Government Work

*Manager:* Crystal Palmer, Director

*Supervisor:* Eric Price, Deputy Mayor of Planning and Economic Development

#### Measure 2.1: Number of temporary job and training opportunities in the District's motion picture and television industry.

	2000	Fiscal Year 2001	2002	2003	2004
Target	1,972	1,000	1,838	1,930	2,026
Actual	1,560	1,750	-	-	-

### Goal 3: Increase opportunities for local businesses to become involved in the motion picture and television production process by five percent.

*Citywide Strategic Priority Areas:* Promoting Economic Development; Making Government Work

*Manager:* Crystal Palmer, Director

*Supervisor:* Eric Price, Deputy Mayor of Planning and Economic Development

#### Measure 3.1: Number of District-based businesses and organizations that service the motion picture and television industry.

	2000	Fiscal Year 2001	2002	2003	2004
Target	333	750	1,022	1,073	1,127
Actual	377	973	-	-	-



# Office of Zoning

www.dcoz.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$2,524,400	\$2,553,349	1.1

The mission of the Office of Zoning (OZ) is to provide administrative, professional and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in the maintenance and regulation of zoning in the District of Columbia.

The agency plans to fulfill its mission by achieving the following strategic result goals:

For FY 2004:

- Index and organize records electronically, so orders and zoning historical information will be accessible by lot and square or address.
- Provide live webcast of ZC and BZA hearings and meetings.
- Provide live webcast of ZC Forums and OZ training seminars.
- Provide an enlarged informational video library of zoning information to the public.
- Compile 10 years of BZA orders and all ZC orders and make them available online.

By FY 2005:

- Implement capability for ZC and BZA applications to be filed online.
- Begin implementation of the plan for re-engineering of the Zoning Regulations.
- Compile 40 years of ZC and BZA orders and make available online by lot, square, address, and project type.

- Provide a complete archive of ZC and BZA hearings and meetings, ZC forums, and OZ training seminars available online.

## Did you know...

Telephone	(202) 727-6311
Percentage increase of BZA and ZC orders issued in FY 2002 over FY 1999.	89
Percentage increase of zoning certifications issued in FY 2002 over FY 2000.	38
Percent increase of responses to online zoning inquiries in FY 2002 over FY 2001 (In 1st quarter of FY 2002 over FY 2001 100 percent of FY 2001 total.)	304
<b>Approximate number of monthly hits on website in FY 2002</b>	
Visitors	5,612
Hits over entire site	152,558
<b>Approximate number of hits on Website in FY 2002</b>	
Visitors	67,349
Hits over entire site	1,830,697

## Where the Money Comes From

Table BJ0-1 shows the sources of funding for the Office of Zoning

Table BJ0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	1,813	1,892	2,524	2,553	29	1.1
<b>Total for General Fund</b>	<b>1,813</b>	<b>1,892</b>	<b>2,524</b>	<b>2,553</b>	<b>29</b>	<b>1.1</b>
<b>Gross Funds</b>	<b>1,813</b>	<b>1,892</b>	<b>2,524</b>	<b>2,553</b>	<b>29</b>	<b>1.1</b>

## How the Money is Allocated

Tables BJ0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table BJ0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	833	1,010	1,128	1,128	0	0.0
12 Regular Pay - Other	18	0	0	0	0	0.0
13 Additional Gross Pay	54	2	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	175	157	171	171	0	0.0
15 Overtime Pay	0	-2	0	0	0	0.0
<b>Subtotal Personal Services (PS)</b>	<b>1,080</b>	<b>1,167</b>	<b>1,299</b>	<b>1,299</b>	<b>0</b>	<b>0.0</b>
20 Supplies and Materials	50	30	56	56	0	0.0
30 Energy, Comm. and Bldg Rentals	12	16	38	38	0	-0.5
31 Telephone, Telegraph, Telegram, Etc	13	9	26	25	-1	-3.3
32 Rentals - Land and Structures	0	12	37	37	0	0.1
33 Janitorial Services	0	8	17	17	0	0.7
34 Security Services	0	13	21	21	0	-0.6
40 Other Services and Charges	536	78	237	277	40	16.9
41 Contractual Services - Other	55	506	722	712	-10	-1.4
70 Equipment & Equipment Rental	68	54	71	71	0	0.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>734</b>	<b>725</b>	<b>1,225</b>	<b>1,254</b>	<b>29</b>	<b>2.4</b>
<b>Total Proposed Operating Budget</b>	<b>1,813</b>	<b>1,892</b>	<b>2,524</b>	<b>2,553</b>	<b>29</b>	<b>1.1</b>

Table BJ0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	13	17	17	17	0	0.0
<b>Total for General Fund</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0.0</b>

**Gross Funds**

The proposed budget is \$2,553,349, representing an increase of \$28,949 over the approved FY 2003 approved budget of \$2,524,400. There are 17 total FTEs for the agency, no change from FY 2003.

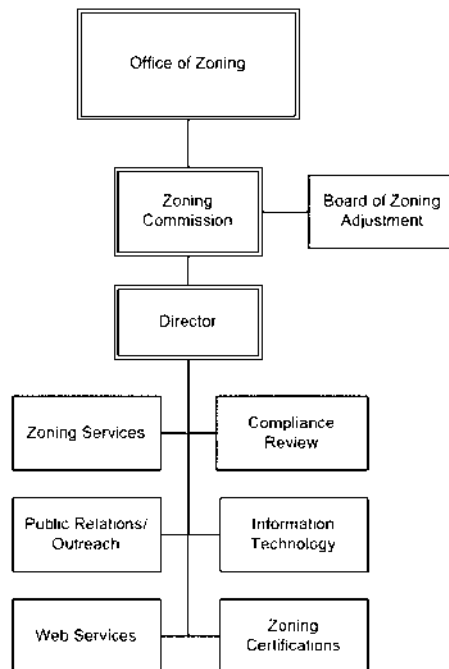
**General Fund**

**Local Funds.** The proposed budget is \$2,553,349, representing an increase of \$28,949 over the FY 2003 approved budget of \$2,524,400. There are 17 FTEs funded by local sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- A net increase of \$28,949 in nonpersonal services.

Figure BJ0-1

**Office of Zoning**

## Programs

The Office of Zoning is committed to the following programs:

### Zoning Services

This program provides direct zoning staff assistance to the Zoning Commission and Board of Zoning Adjustment by providing the following services:

- Receiving and processing applications for zoning changes or relief, appeals, Planned Unit Developments, map amendments, air rights, and rulemakings.
- Notifying ANCs, SMDs, District councilpersons, neighbors, Office of Planning and other agencies of cases filed.
- Preparing case information for ZC and BZA member's review.
- Coordinating the zoning process with the Office of Planning and other agencies.
- Attending meetings and hearings and providing follow-up draft decisions.
- Maintaining and archiving all case file information and transcripts.
- Maintaining and updating the Zoning Regulation's text and Zoning map.
- Responding to requests of ZC and BZA members.

Key Initiatives for this program are:

- Continue to improve on streamlining the zoning procedures by implementing a case-time tracking system according to each type of application. Develop monitoring procedures for each phase of the case process and for quality control and protection of case files.
- Complete the Zoning Regulations modernization and the planning phase of the Zoning Regulation re-engineering to initiate the regulation changes.

### Compliance Review

The Compliance Review program evaluates complaints of non-compliance with the conditions in ZC and BZA orders. Complaints are reviewed, monitored and mediated (if appropriate) for compliance. If not remedied, and if a condition remains non-compliant, it is referred

by report to DCRA for enforcement action to include citation, revocation of permit, and/or revocation of certificate of occupancy.

Key Initiatives for this program are:

- Implement quick response procedures and report resolution.
- Evaluate effectiveness

### Information Technology

The Information Technology program develops and implements new systems to automate zoning information, including the zoning map, and facilitate delivery of zoning services.

Key Initiatives for this program are:

- Complete Phase IV and begin Phase V of the electronic Zoning Map project including maintenance and update of zoning maps to improve accuracy and reflect new actions of the Zoning Commission.
- Capture data from scanned documents and populate data tables with historical information to enhance the quality and quantity of information available to the public (Phase II).
- Participate in the development of citywide GIS systems to facilitate and enhance on-line sharing of updated map information and associated data.
- Enhance Zoning Database System to include development of Appeals, Zoning Certifications, and Compliance Review.

### Web Services

The Web Services program ensures 24/7 delivery of key zoning services and information. This program implements the electronic storefront of the Office of Zoning.

Key Initiatives for this program are:

- Live webcast of ZC and BZA hearings and meetings, ZC forums, and OZ training seminars.
- Implement capability for online completion of ZC and BZA Applications, Planned Unit Developments, Appeals, Request for Party Status, Affidavit of Posting, and Compliance Review complaints.

- Complete online posting of 10 years of BZA orders and all ZC orders.

## Public Relations

The Public Relations/Outreach/Information program provides zoning information services to residents, communities and businesses in the District as well as nationally and internationally through the Office of Zoning website, telephone and e-mail inquires, the circulation of brochures and conducting seminars.

Key Initiatives for this program are:

- Continue to be responsive to the increasing number of inquiries the office receives on a daily basis.
- Continue to circulate and advertise new zoning information available to the public both electronically and on paper.
- Develop additional instructions and interactive programs for use by the public to learn more about zoning in the District including the informational video library.

## Zoning Certifications

Zoning Certifications program includes reviews of historical zoning information and provides a current certifiable property document to property owners and certifies zoning case files as requested and as required for court cases.

Key Initiatives for this program are:

- Continue to issue Zoning Certifications to the public and prepare records for court cases in a professional, timely manner, despite the increasing number of requests being filed.

## Agency Goals and Performance Measures

**Goal 1: Create a convenient, easy to use, and understandable zoning process.**

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Jerrily R. Kress, FAIA–Director

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

### Measure 1.1: Percentage of total planned website completed to allow 24 hour access to the Office of Zoning

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	25	35	50	70	80
Actual	25	35	-	-	-

### Measure 1.2: Percentage of interactive features on website finished

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	35	60	75	85
Actual	20	35	-	-	-

### Measure 1.3: Number of visitors to the Zoning website

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	70000	70000	70000
Actual	N/A	67349	-	-	-

### Measure 1.4: Number of total visits to the Zoning website (in millions)

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	2.00	2.00	2.00
Actual	N/A	1.83	-	-	-

## Goal 2: Revolutionize service delivery through the use of technology.

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Nyambi A. Nyambi, AICP–Chief Technology Officer

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

### Measure 2.1: Percentage of electronic zoning map complete

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	100	100	100	100
Actual	90	100	-	-	-

Note: Agency will enhance/update the map in FY 2003-2005 and thereafter.

### Measure 2.2: Percentage of electronic reading room complete

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	30	40	50	75	85
Actual	20	40	-	-	-

**Measure 2.3: Percentage of Office of Zoning enterprise database system completed-Phase I**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	75	100	100	100	100
Actual	75	100	-	-	-

Note: Phase I: Database modeling and design to support OZ processes. Updates will be provided FY 2003-2005 and thereafter.

**Measure 2.4: Percentage of Office of Zoning enterprise database system completed-Phase II**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	50	70	100	100
Actual	N/A	50	-	-	-

Note: Phase II: Building on the database design by developing electronic workflows for the BZA and ZC. Updates will be provided FY 2005 and thereafter.

**Measure 2.5: Percentage of Office of Zoning enterprise database system completed-Phase III**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	35	60	80
Actual	N/A	10	-	-	-

Note: Phase III: Building on the database design to include workflows for Compliance Review, Zoning Certifications and the linkage of all workflows to the GIS

**Measure 2.6: Percentage of Office of Zoning enterprise database system completed-Phase IV**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	-	-	10
Actual	N/A	N/A	-	-	-

Note: Phase IV: Enhancement of the IZIS system to be web-enabled to allow for online applications with fees

**Measure 2.7: Percentage of documents scanned for electronic storage**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	8	20	20	40	60
Actual	8	8	-	-	-

Note: OZ was unable to implement the document scanning initiative, due to the District-wide cost savings reductions. This measure will continue in FY2003, at the FY 2002 target. Originally Measure 2.3. Renumbered as 2.7. (02/01/03)

**Measure 2.8: Percentage of IT compliance program completed**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	10	50	100	100
Actual	N/A	10	-	-	-

Note: Originally Measure 2.4. Renumbered as 2.8. (02/01/03)

**Goal 3: Streamline zoning procedures to ensure a predictable, efficient, and consistent process.**

*Citywide Strategic Priority Area(s):* Building Sustainable Neighborhoods; Promoting Economic Development

*Manager(s):* Sheri M. Pruitt—Secretary to the Board of Zoning Adjustment Alberto Bastida, AICP— Secretary to the Zoning Commission

*Supervisor(s):* Jerrily R. Kress, FAIA—Director

**Measure 3.1: Number of Board of Zoning Adjustment applications filed**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	190	160	160	160	160
Actual	162	151	-	-	-

Note: Measures 3.1 and 3.2 were formerly combined into a single measure: "Number of Board of Zoning Adjustment/Zoning Commission applications filed." The original target of 190 reflects the combined number of Zoning Commission and Board of Zoning Adjustment cases the OZ estimated for FY 2001. In 2001, it was requested that OZ separate the two caseloads into different measures. 162 is the number of BZA applications filed in FY 2001, while 212 is the number of both BZA and ZC applications filed, which exceeds the FY 2001 target (01/8/03).

**Measure 3.2: Number of Zoning Commission applications filed**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	190	30	30	30	30
Actual	50	50	-	-	-

Note: See note for Measure 3.1. 50 is the number of Zoning Commission applications filed in FY 2001, while 212 is the number of both BZA and ZC applications filed, which exceeds the FY 2001 target (01/8/03).

**Measure 3.3: Number of Board of Zoning Adjustment orders issued or finalized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	160	160	160	160
Actual	205	201	-	-	-

Note: Prior to FY 2001, measures 3.3 and 3.4 were presented as a single measure, "Number of Board of Zoning Adjustment/Zoning Commission orders issued or finalized."

**Measure 3.4: Number of Zoning Commission orders issued or finalized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	30	30	30	30
Actual	25	30	-	-	-

Note: Prior to FY 2001, measures 3.3 and 3.4 were presented as a single measure, "Number of Board of Zoning Adjustment/Zoning Commission orders issued or finalized."

**Measure 3.5: Number of civil infractions finalized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	18	5	5	5	5
Actual	12	3	-	-	-

**Measure 3.6: Number of zoning certifications**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	80	90	90	90	90
Actual	115	121	-	-	-

**Measure 3.7: Percentage of zoning regulations modernized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	30	70	80	90	100
Actual	30	70	-	-	-

**Measure 3.8: Percentage of zoning regulations reengineered**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	10	20	30
Actual	N/A	N/A	-	-	-

**Measure 3.9: Percent of zoning map updated**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	100	100	100	100	100
Actual	90	100	-	-	-

Note: FY 2003-2005 will have ongoing changes.

**Goal 4: Synchronize activities with federal and District agencies.**

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Jerrily R. Kress, FAIA–Director  
Nyambi A. Nyambi, AICP–Chief Technology Officer

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

**Measure 4.1: Percentage of the Office of Zoning's processes that are intertwined and coordinated with other federal and District agencies including Citywide Mapping (WGIS)**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	40	60	80	90	100
Actual	40	60	-	-	-

**Measure 4.2: Number of compliance review investigations**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	10	10	20	30
Actual	N/A	N/A	-	-	-

Note: Due to the FY 2002 Continuing Resolution and personnel hiring backlog, OZ was not able to implement this program until September 2002. The agency has proposed that the FY 2003 target be reduced from 20 to 10 reports (1/02/03).

**Goal 5: Create an expansive outreach and educational program for District residents and business.**

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Jerrily R. Kress, FAIA–Director

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

**Measure 5.1: Number of community outreach seminars conducted**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	8	10	10	10	10
Actual	9	11	-	-	-

**Measure 5.2: Number of responses to online zoning inquiries**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	120	250	300	300	300
Actual	129	522	-	-	-

**Measure 5.3: Percentage of Informational Video Library completed, including live video-streaming of BZA/ZC hearings and meetings and ZC/OZ forums**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	10	40	60	-
Actual	N/A	N/A	-	-	-

Note: OZ modified 5.3 to reflect the new technology it implemented in 2002, which allows its hearings, meetings and seminars to be recorded for future use by the public.





# Department of Housing and Community Development

www.dhcd.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$59,711,885	\$93,532,337	56.6

The mission of the Department of Housing and Community Development is to be a catalyst in neighborhood revitalization by strategically leveraging public funds with private and non-profit partners for low-to-moderate income D.C. residents. The department promotes the preservation, rehabilitation and development of housing, increases home ownership, and supports community and commercial initiatives.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- DHCD will increase home ownership for low-to-moderate income residents by:
  1. Providing 240 Home Purchase Assistance Program (HPAP) loans to first-time home buyers.
  2. Funding rehabilitation loans for 35

owner-occupied single-family homes.

3. Assisting five first-time homeowners to buy housing through the Homestead Program.
4. Funding production of 10 affordable homeowner units through the Home Ownership Development Incentive Fund (HODIF) Program.

- DHCD will preserve and increase the supply of affordable housing for renters and owners by:

1. Funding the rehabilitation of 1,308 affordable multi-family units.
2. Funding new construction of 200 single and multi-family units.
3. Assisting with funding for tenants to convert 200 rental units to condominium or cooperative ownership.

## Did you know...

Telephone (202) 442-7200

DHCD's 2003 investment of \$25 million in development loans and grants leveraged \$101.5 million in non-DHCD funding for an investment ratio of \$1 public dollar to \$4.1 private dollars.

DHCD's funding for a network of community-based and non-profit organizations provides a broad range of housing counseling and program access to more than 8,000 households annually.

DHCD employees formed an 'ambassadors corps' that spreads the word on housing assistance to hundreds of citizens each year. In 2003, ambassadors will attend more than 30 community meetings.

## Where the Money Comes From

Table DB0-1 shows the sources of funding for the Department of Housing and Community Development.

Table DB0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	4,998	5,425	5,400	4,086	-1,314	-24.3
Special Purpose Revenue Fund	3,055	2,860	9,362	48,186	38,824	414.7
<b>Total for General Fund</b>	<b>8,053</b>	<b>8,285</b>	<b>14,762</b>	<b>52,272</b>	<b>37,510</b>	<b>254.1</b>
Federal Payments	0	0	2,782	0	-2,782	-100.0
Federal Grant	45,751	57,903	42,168	41,260	-908	-2.2
<b>Total for Federal Resources</b>	<b>45,751</b>	<b>57,903</b>	<b>44,950</b>	<b>41,260</b>	<b>-3,689</b>	<b>-8.2</b>
Private Grant Fund	0	1,750	0	0	0	0.0
<b>Total for Private Funds</b>	<b>0</b>	<b>1,750</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Intra-District Fund	95	81	0	0	0	0.0
<b>Total for Intra-District Funds</b>	<b>95</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>53,900</b>	<b>68,019</b>	<b>59,712</b>	<b>93,532</b>	<b>33,820</b>	<b>56.6</b>

- DHCD will commit and spend its allocation of federal funds in a timely manner by:
  1. Committing 100 percent and spending 50 percent of available funds within the fiscal year.
- DHCD will fund neighborhood revitalization efforts in targeted areas by:
  1. Providing loans/grants for construction or rehabilitation of four community/commercial facilities.
  2. Supporting the creation of 2,000 jobs through funding of construction projects.
  3. Supporting neighborhood-based activities that provide:
    - A. Direct technical assistance to 300 small businesses.
    - B. Job training and support services for 150 persons linked to our development investments.
    - C. Housing counseling for crisis and for opportunities, including homeownership, to 4,000 households.
- DHCD will improve the reliability of information by establishing a communications system that includes:
  1. A review of all Standard Language Agreements (SLA) and Memorandum of Understandings (MOU) between DHCD and central support agencies.
  2. Establishment of quarterly information sessions with all employees regarding agency finances and performance.
  3. Creation and maintenance of an intranet that meets the needs of the department and complies with Office of Chief Technology Officer (OCTO) standards.
- DHCD will recruit and retain a well-trained workforce to meet customer expectations and needs by:
  1. Continuing agency-wide training initiatives.
  2. Reviewing and updating 33 percent of job descriptions (annually).
  3. Implementing 70 percent of employee Individual Development Plans (IDPs).

## How the Money is Allocated

Tables DB0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table DB0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	6,149	6,588	7,869	7,435	-434	-5.5
12 Regular Pay - Other	93	124	199	257	58	29.2
13 Additional Gross Pay	255	-14	137	104	-33	-24.3
14 Fringe Benefits - Curr Personnel	935	975	1,084	1,145	61	5.6
15 Overtime Pay	0	34	0	33	33	100.0
<b>Subtotal Personal Services (PS)</b>	<b>7,432</b>	<b>7,706</b>	<b>9,289</b>	<b>8,973</b>	<b>-315</b>	<b>-3.4</b>
20 Supplies and Materials	59	73	111	118	7	6.3
30 Energy, Comm. and Bldg Rentals	24	18	42	0	-42	-100.0
31 Telephone, Telegraph, Telegram, Etc	84	67	173	155	-18	-10.3
32 Rentals - Land and Structures	1,274	1,373	1,509	1,607	99	6.5
33 Janitorial Services	0	0	88	0	-88	-100.0
34 Security Services	0	76	0	85	85	100.0
40 Other Services and Charges	261	1,623	3,839	1,606	-2,233	-58.2
41 Contractual Services - Other	4,600	3,767	2,977	5,473	2,496	83.8
50 Subsidies and Transfers	40,006	53,028	41,443	75,384	33,941	81.9
70 Equipment & Equipment Rental	159	287	242	131	-110	-45.7
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>46,468</b>	<b>60,313</b>	<b>50,423</b>	<b>84,559</b>	<b>34,136</b>	<b>67.7</b>
<b>Total Proposed Operating Budget</b>	<b>53,900</b>	<b>68,019</b>	<b>59,712</b>	<b>93,532</b>	<b>33,820</b>	<b>56.6</b>

Table DB0-3

### FY 2004 Full-Time Equivalent Employment Levels

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	8	16	12	5	-7	-58.3
<b>Total for General Fund</b>	<b>8</b>	<b>16</b>	<b>12</b>	<b>5</b>	<b>-7</b>	<b>-58.3</b>
<b>Federal Resources</b>						
Federal Grant	89	93	125	125	0	0.0
<b>Total for Federal Resources</b>	<b>89</b>	<b>93</b>	<b>125</b>	<b>125</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>97</b>	<b>108</b>	<b>137</b>	<b>130</b>	<b>-7</b>	<b>-5.1</b>

## Gross Funds

The proposed budget is \$93,532,337, representing an increase of 56.6 percent from the FY 2003 approved budget of \$59,711,885. There are 130 total FTEs for the agency, a decrease of seven FTEs, or 5.1 percent, from FY 2003.

## General Fund

**Local Funds.** The proposed budget is \$4,085,859, a decrease of \$1,314,145 from the FY 2003 approved budget of \$5,400,004. There are five FTEs funded by local sources, which represents a decrease of seven from FY 2003.

Changes from the FY 2003 approved budget are:

- A transfer of \$105,000 and one FTE from personal services to the Office of the Deputy Mayor for Planning. The funding and position are transferred out of the Home Again program.
- A reduction of \$7,763 in personal services reflecting the adjusted Schedule A requirements for salaries, fringe benefits and overtime.
- A reduction six FTEs from personal services reflecting a revised staff level requirement.
- An increase of \$73,319 in non-personal services to reflect higher fixed cost estimates.
- A reduction \$1,174,701 in non-personal services that includes a decrease of \$757,000 for lowered locally funded requirements of the Home Purchase Assistance Program (HPAP) and \$417,701 in other expenditure categories based on historical spending and projected requirements for FY 2004.
- A reduction of \$100,000 to reflect savings from reductions in contract costs.

**Special Purpose Revenue Funds.** The proposed budget is \$48,186,030, an increase of \$38,824,030 over the FY 2003 approved budget of \$9,362,000. There are 0 FTEs funded by Special Purpose sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget is:

- A net increase of \$38,824,030, representing increases of \$35,099,815 in the Housing Production Trust Fund (HPTF) for expanded development of affordable housing and

\$3,724,215 for the HPAP in support of program requirements.

## Housing Production Trust Fund

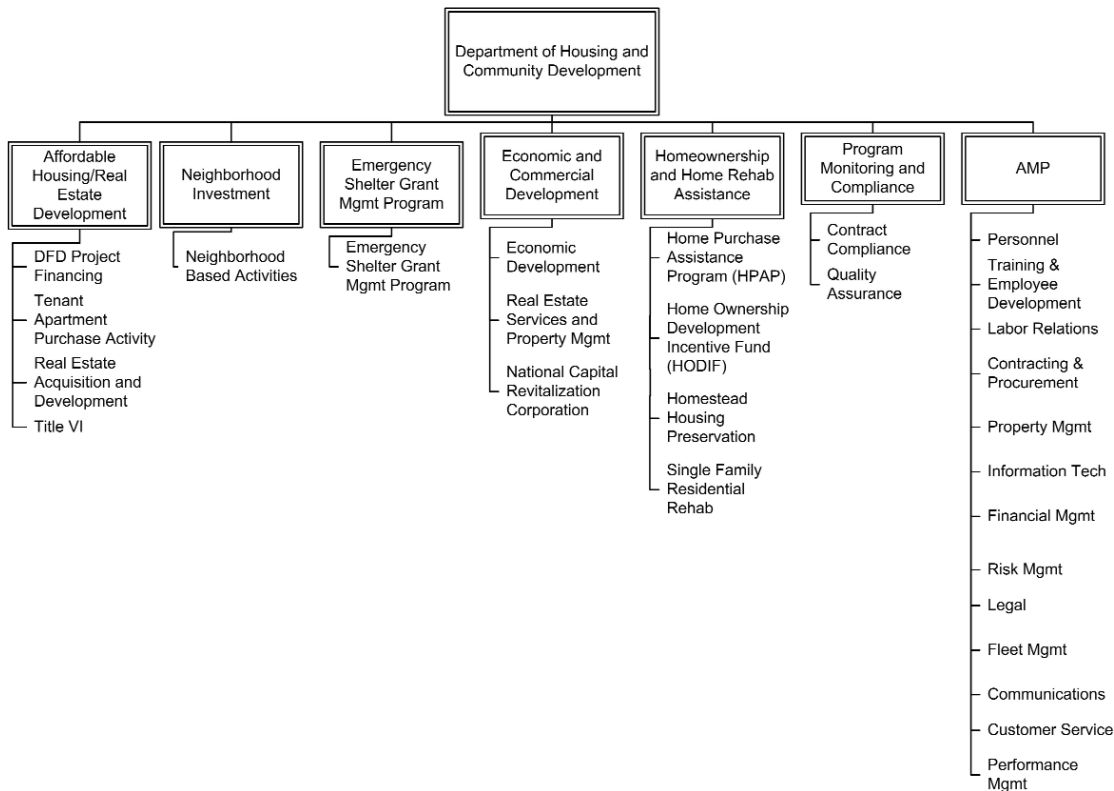
*The Housing Production Trust Fund (HPTF), established in FY 2002, is administered by the Department of Housing and Community Development (DHCD) to provide financial assistance to a variety of affordable housing programs and opportunities across the District. The HPTF funds initiatives to build affordable rental housing, preserve expiring federal-assisted housing, and help provide affordable homeownership opportunities for low-income families.*

Budget authority for all expenditures from this fund is located within the Department of Housing and Community Development's gross annual budget for FY 2003 and FY 2004. In FY 2001, the sale of the Department of Employment Services building to the Newseum provided the initial funding to the Housing Production Trust Fund, totaling \$25 million. In FY 2002, the Housing Act earmarked 15 percent of deed recordation and transfer taxes for the HPTF with the intent of establishing ongoing appropriations.

In FY 2004, proposed new funding for HPTF from deed recordation taxes and other one-time appropriated sources is \$21.5 million, an increase of \$16 million over the FY 2003 appropriation of \$5.5 million. The FY 2004 proposed expenditure budget for the HPTF is \$41 million, which is supported by \$21.5 million in new FY 2004 tax receipts and \$19.5 million from the HPTF anticipated fund balance that will be carried forward from FY 2003.

DHCD, as the agency that oversees the Fund, established spending plans for the use of these funds, and they range across a wide variety of housing programs. The Housing Act legislates that funds be equally shared to promote and enable affordable rental hous-

Figure DB0-1  
Department of Housing and Community Development



ing and residential housing in the District. Eighty percent of the funds are targeted to households with incomes of 50 percent of area median income or less.

The funds support numerous housing initiatives in the District. Under DHCD's current spending plan, uses for the HPTF include tenant and third party nonprofit purchase and rehabilitation of multifamily buildings, the development of elderly and special needs barrier-free housing units, and the development of rental and for-sale housing.

## Federal Funds

**Federal Payments.** The proposed payment is \$0, a decrease of \$2,781,800 from the FY 2003 approved budget of \$2,781,800 as a result of a one-time payment received for the Potomac Southwest Waterfront Initiative.

**Federal Grants.** The proposed budget is \$41,260,448, a decrease of \$907,633, from the FY 2003 approved budget of \$42,168,081. There are 125 FTEs funded by Federal sources, which represents no change from FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$78,448 to reflect fixed cost estimates provided by the Office of Finance and Resource Management.
- A decrease of \$986,081 to reflect a reduction in funding from the Community Development Block Grant (CDBG) program.

## Programs

The Department of Housing and Community Development is committed to the following programs:

## Homeownership and Home Rehabilitation Assistance

	FY 2003*	FY 2004
Budget	\$13,905,602	\$18,189,358
FTEs	-	14

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Homeownership and Home Rehabilitation Assistance** program primarily supports the Citywide Strategic Priority area of Promoting Economic Development. The purpose of the program is to provide financial assistance for low and moderate-income households for the purpose of first-time home purchase and/or home rehabilitation and preservation.

Key activities of the program include:

- Home Purchase Assistance Program (HPAP) - This activity provides down payment and closing cost assistance to low and moderate income District residents so they can become first-time homebuyers in the District of Columbia.
- Single Family Residential Rehabilitation - This activity provides rehabilitation loans and grants to income-qualified owner-occupant D.C. residents to preserve homeownership in the District.
- Homestead Housing Preservation - This activity provides single and multi-family tax delinquent properties for non-profit redevelopers and income-qualified D.C. residents to increase the number of affordable units, providing additional opportunities for home ownership.
- HODIF - This activity provides grants to non-profit housing providers so they can build or rehabilitate homeowner units.

Key initiatives associated with the Homeownership and Home Rehabilitation Assistance program are:

- Expanding opportunities for D.C. employees to achieve home ownership.
- Focusing single family rehabilitation efforts in the Mayor's designated target areas.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 1: Homeownership and home rehabilitation assistance

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Robert Mulderig, Deputy Director for Residential & Community Services

*Supervisor(s):* Stanley Jackson, Director

#### Measure 1.1: Number of Home Purchase Assistance Program (HPAP) first-time homeowner loans awarded

	Fiscal Year	
	2004	2005
Target	240	240
Actual	-	-

#### Measure 1.2: Number of single-family units funded through rehabilitation loans

	Fiscal Year	
	2004	2005
Target	35	35
Actual	-	-

Note: Implementation of the HUD Lead-Based Paint Rule will impact all rehab projects by increasing costs, timetables and contractor requirements. Measure reductions may become necessary.

#### Measure 1.3: Number of vacant/tax-delinquent properties sold to first-time homebuyers in the Homestead program

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

#### Measure 1.4: Number of affordable homeowner units produced through the HODIF program

	Fiscal Year	
	2004	2005
Target	10	10
Actual	-	-

Note: The program is being revamped with an up-front incentive and a per unit subsidy increase to better meet market conditions. This subsidy increase of more than \$3,000 will reduce the number of units that can be supported.

## Neighborhood Investment

	FY 2003*	FY 2004
Budget	\$7,371,209	\$8,128,079
FTEs	-	11

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Neighborhood Investment** program primarily supports the Citywide Strategic Priority area of Promoting Economic Development. The purpose of the program is to provide funding to neighborhood-based entities so they can provide: (1) technical and commercial development assistance to businesses; and (2) housing counseling, economic opportunities, and neighborhood services to income-qualified residents. This program includes only one activity, Neighborhood Based Activities which provides the purpose as outlined above.

Key initiatives associated with the Neighborhood Investment program are:

- Expansion of commercial/business development activities that provide maximum impact for strengthening neighborhood business climates.
- Development of more rigorous outcome measures for comprehensive housing counseling agencies.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 2: Neighborhood Investment

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Robert Mulderig, Deputy Director for Residential & Community Services;  
Lamont Lee, Manager Community Services Program

*Supervisor(s):* Stanley Jackson, Director

#### Measure 2.1: Number of neighborhood businesses provided with technical support through NDAP-funded community-based programs

	Fiscal Year	
	2004	2005
Target	300	300
Actual	-	-

Note: Measure 3.1 previously appeared as Measure 3.3.

#### Measure 2.2: Number of households provided with housing opportunity counseling, including homeownership counseling

	Fiscal Year	
	2004	2005
Target	4000	8000
Actual	-	-

Note: Measure 3.2 previously appeared as Measure 1.4.

#### Measure 2.3: Number of District residents provided with job training through NDAP-funded community-based programs

	Fiscal Year	
	2004	2005
Target	150	150
Actual	-	-

Note: Measure 3.3 previously appeared as Measure 3.2.

## Affordable Housing/Real Estate Development

	FY 2003*	FY 2004
Budget	\$25,752,101	\$54,137,541
FTEs	-	30

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Affordable Housing/Real Estate Development** program primarily supports the Citywide Strategic Priority area of Promoting Economic Development. The purpose of the program is to provide financial resources to complement those available in the private sector to developers and tenant associations in order to build and rehabilitate community infrastructure and provide quality and affordable rental and homeownership opportunities.

Key activities of the program include:

- Development Finance Division (DFD) Project Financing – This activity provides financing and regulatory oversight to non-

profit and for-profit developers so they can develop properties as affordable ownership and rental units and neighborhood community/commercial facilities.

- Tenant Apartment Purchase Activity - This activity provides contractor and tenant association funding, contract management, property management and training services to tenant associations and low to moderate-income families so they can be prepared to become owners of their buildings.
- Real Estate Acquisition and Development - This activity provides disposition management of District-owned parcels for development.
- Title VI - This activity transfers funds to the Office of Tax and Revenue to fund tax credits authored under Title VI of the Housing Act of 2002.

Key initiatives associated with the Affordable Housing/Real Estate Development program are:

- Use of a competitive Notice of Funding Availability/Request for Proposals (NOFA/RFP) process to select development projects for targeted funding.
- Provide technical assistance and training to tenants to enable them to become homeowners.
- Provide management assistance to tenants with their ownership units.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 3: Affordable Housing/Real Estate Development

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Lawrence Cager, Deputy Director for Development Finance

*Supervisor(s):* Stanley Jackson, Director

#### Measure 3.1: Percent of available funds committed and 100% of available funds spent within fiscal year

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 3.2: Number of affordable rehabilitated multi-family units funded through construction assistance loans

	Fiscal Year	
	2004	2005
Target	1308	1308
Actual	-	-

#### Measure 3.3: Number of new single-family and multi-family units funded through construction assistance loans made in fiscal year

	Fiscal Year	
	2004	2005
Target	200	200
Actual	-	-

#### Measure 3.4: Number of rental units assisted in conversion to condominium or cooperative homeownership

	Fiscal Year	
	2004	2005
Target	200	200
Actual	-	-

### Emergency Shelter Grant Management

	FY 2003*	FY 2004
Budget	\$809,250	\$828,000
FTEs	-	0

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The Emergency Shelter Grant (ESG) Management program primarily supports the Citywide Strategic Priority areas of Promoting Economic Development, Strengthening Children, Youth, Families and Elders, and Making Government Work. The purpose of the program is to provide oversight, funding and compliance monitoring services to Community Partnership for the Prevention of Homelessness in order to prevent homelessness and enable individuals and families to move toward independent living.

This program includes a variety of activities as negotiated in the annual grant-year process with the Office of the Deputy Mayor for Children, Youth, Families and Elders and with the Community Partnership for the Prevention of Homelessness. The Deputy Mayor's Office provides ESG Grant administration and the Partnership expends the funds for services. DHCD provides technical support on grant



administration to the Office of the Deputy Mayor. Agreed-upon activities for FY 2003 – FY 2004 include: emergency grants to prevent evictions, support for a shelter to accommodate 45 families and rehabilitation of 300 shelter beds.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 4: Emergency Shelter Grant Management

*Citywide Strategic Priority Area(s):* Promoting

Economic Development; Strengthening Children, Youth, Families and Elders

*Manager(s):* Lawrence Cager, Deputy Director for Development Finance

*Supervisor(s):* Stanley Jackson, Director

#### Measure 4.1: Percent of ESG funds appropriately spent within 2 years of receipt

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

Note: Administered by Office of Deputy Mayor of Children, Youth, Families and Elders. Measures set each year in negotiations. Grant year and fiscal year are not the same. Measures for FY 2003 are: eviction-prevention grants, families assisted through shelter support, and shelter beds rehabilitated.

## Economic and Commercial Development

	FY 2003*	FY 2004
Budget	\$2,987,583	\$2,140,283
FTEs	-	2

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The Economic and Commercial Development program primarily supports the Citywide Strategic Priority area of Promoting Economic Development. The purpose of the program is to provide commercial funding to business entities and real estate services on behalf of potential developers in order to promote economic investment in neighborhoods.

Key activities of the program include:

- Economic Development – This activity provides HUD Section 108 loans and micro business loans to small businesses and commercial developers in order to create jobs, neighborhood retail/service opportunities and business financial support.
- Real Estate Services and Property Management - The purpose of this activity is to provide appraisals, title searches and property management services.
- NCRC - this activity transfers funds to the NCRC as authorized under an inter-agency agreement.

Key initiatives associated with the Economic and Commercial Development Program are:

- Create linkage opportunities for economic and commercial development as a component of comprehensive community development.
- Integrate small business activities and commercial façade projects into broader community development efforts.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 5: Economic and Commercial Development

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Lawrence Cager, Deputy Director for Development Finance; Laverne Law, Administrative Services Officer

*Supervisor(s):* Stanley Jackson, Director

#### Measure 5.1: Number of businesses assisted (directly or through City First Bank or HSCDC)

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 5.2: Percent of properties in inventory where maintenance is performed on schedule**

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

## Monitoring and Compliance

	FY 2003*	FY 2004
Budget	\$652,684	\$1,043,330
FTEs	-	11

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Monitoring and Compliance** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of the program is to provide oversight of DHCD programs and projects in order to ensure compliance and overall effectiveness of operations. Key activities of the program include:

- **Contract Compliance** – This activity provides oversight and monitoring services of DHCD projects to ensure the department's use of project funds fully complies with HUD and District regulations.
- **Quality Assurance** - This activity provides program review and performance evaluation to DHCD and contractors so they can operate in full compliance of regulations in the most effective and efficient manner possible.

Key initiatives associated with the Program Monitoring and Compliance program are:

- Provide contract compliance training for project managers.
- Develop and implement a compliance program for the federal HOME program.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 6: Monitoring and Compliance

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Wilma Matthias, Director, Office of Program Monitoring

*Supervisor(s):* Stanley Jackson, Director

**Measure 6.1: Percent of accepted requests for environmental reviews fulfilled within 45 days**

	Fiscal Year	
	2004	2005
Target	80	80
Actual	-	-

**Measure 6.2: Percent reduction of CAFR, A133 and HUD findings (DHCD & Contractors)**

	Fiscal Year	
	2004	2005
Target	50	50
Actual	-	-

## Agency Management

	FY 2003*	FY 2004
Budget	\$8,233,456	\$9,065,746
FTEs	-	63

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The purpose of the **Agency Management** program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

## Key Result Measures

### Program 7: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Stanley Jackson, Director; Robert Trent, Chief of Staff ; Paul Savage, Deputy Director, Strategy and Communication; Versie Smith, Director, Human Resources Division

*Supervisor(s):* Stanley Jackson, Director

**Measure 7.1: Dollars saved by agency-based labor management partnership project(s)**

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: Agencies are establishing their cost-saving projects during the second-third quarters of FY 2003.

**Measure 7.2: Percent of DHCD activities with long-range IT plans**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 7.3: Percent variance of estimate to actual expenditure (over/under)**

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 7.4: Percent reduction of employee lost work-day injury cases OP-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)**

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 7.5: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 7.6: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-



# Department of Employment Services

www.does.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$95,410,366	\$88,566,132	-7.2

The mission of the Department of Employment Services (DOES) is to provide planning, development, and delivery of employment-related services to residents of the Washington metropolitan area so that they can achieve workplace security and economic stability.

The Department of Employment Services serves as the primary vehicle for the District of Columbia to develop a world-class work force, as well as a work environment that supports a sound economic foundation for families, individuals, and the community. It accomplishes this by planning, developing, and administering effective and efficient employment and employment-related services. These services include employment and training opportunities, labor market information, timely benefit payments to

eligible unemployed individuals and injured workers, counseling and supportive services, and promotion of healthy and productive workplaces. The agency plans to fulfill its mission by achieving the following strategic result goals:

- Establish a 90 percent Information Technology (IT) system and eliminate application redundancy within DOES; achieve an 80 percent reduction in current and future paper document usage and storage; establish a data warehouse that incorporates 80 percent of current separate databases; and provide electronic access to services for 75 percent of customers (target date: end of FY 2005).
- Develop succession/knowledge retention plans for 50 percent of defined mission-critical functions and continue to provide training programs for at least 20 percent of the department's workforce per year to ensure that personnel have the skills and abilities to successfully fulfill agency objectives (target date: end of FY 2005).
- Enhance employability and reduce the skill gap between available jobs and customer capabilities through a 20 percent increase in

## Did you know...

Telephone (202) 724-7000

In FY 2002, the department expanded the One-Stop Career Center system by opening the Business Improvement District (BID) Center, the A. Philip Randolph/DOES Satellite Center, and the Business Resource Center.

In FY 2002, the Passport-to-Work Youth Summer Program successfully placed 6,092 District youth in summer jobs.

The Unemployment Compensation Modernization Act was passed by the City Council in June 2002. This legislation will enhance and streamline service delivery to unemployed District residents.

## Where the Money Comes From

Table CF0-1 shows the sources of funding for the Department of Employment Services.

Table CF0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	12,289	8,419	10,739	10,154	-586	-5.5
Special Purpose Revenue Fund	14,196	15,527	21,806	21,771	-35	-0.2
<b>Total for General Fund</b>	<b>26,485</b>	<b>23,946</b>	<b>32,545</b>	<b>31,925</b>	<b>-620</b>	<b>-1.9</b>
Federal Grant	33,737	47,679	54,947	49,242	-5,706	-10.4
<b>Total for Federal Resources</b>	<b>33,737</b>	<b>47,679</b>	<b>54,947</b>	<b>49,242</b>	<b>-5,706</b>	<b>-10.4</b>
Private Grant Fund	-164	-216	109	0	-109	-100.0
<b>Total for Private Funds</b>	<b>-164</b>	<b>-216</b>	<b>109</b>	<b>0</b>	<b>-109</b>	<b>-100.0</b>
Intra-District Fund	7,600	7,912	7,809	7,400	-409	-5.2
<b>Total for Intra-District Funds</b>	<b>7,600</b>	<b>7,912</b>	<b>7,809</b>	<b>7,400</b>	<b>-409</b>	<b>-5.2</b>
<b>Gross Funds</b>	<b>67,658</b>	<b>79,321</b>	<b>95,410</b>	<b>88,566</b>	<b>-6,844</b>	<b>-7.2</b>

the entered-employment rate and a 10 percent increase in pre-apprenticeship projects; prepare an annual survey of the local labor market to identify high-demand occupations (target date: end of FY 2005).

- Enhance the use of the dispute resolution processes of the U.S. Labor Standards Bureau through a 10 percent increase in workers' compensation mediation; a 10 percent increase in wage-hour audits; and a 10 percent increase in safety consultations (target date: end of FY 2006).

### Gross Funds

The proposed budget is \$88,566,132, representing a decrease of 7.2 percent from the FY 2003 approved budget of \$95,410,366. There are 541 FTEs for the agency, a decrease of 59 FTEs from the FY 2003.

### General Fund

**Local Funds.** The proposed budget is \$10,153,677, a decrease of \$585,572 from the FY 2003 approved budget of \$10,739,249. There are 25 FTEs funded by local sources, which represents a reduction of 14 FTEs from

FY 2003.

Changes from the FY 2003 approved budget are:

- A reduction of \$1,407,555 in personal services due to reduction of 14 FTEs from the FY 2004 budget.
- An increase of \$868,983 in nonpersonal services reflecting primarily an increase in fixed costs and subsidies and transfers.

**Special Purpose Revenue Funds.** The proposed budget is \$21,770,904, a decrease of \$34,645 from the FY 2003 approved budget of \$21,805,549. There are 152 FTEs funded by Special Purpose sources, representing a decrease of five FTEs from FY 2003. Funding sources are: \$5,000,000 from the Workers Compensation Trust Fund, \$12,370,904 for the administration of the worker's compensation, \$1,000,000 for penalties and interest from the Unemployment Insurance Fund, and \$2,400,000 from the "Reed Act Fund" and \$1,000,000 for relocation fund.

Changes from the FY 2003 approved budget are:

- An increase of \$1,103,714 in personal services redirected from nonpersonal services to

## How the Money is Allocated

Tables CF0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table CF0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	20,799	23,277	23,292	24,405	1,113	4.8
12 Regular Pay - Other	1,941	787	2,396	2,546	150	6.2
13 Additional Gross Pay	581	253	334	162	-172	-51.4
14 Fringe Benefits - Curr Personnel	3,822	4,054	4,095	4,302	207	5.0
15 Overtime Pay	0	418	0	173	173	100.0
<b>Subtotal Personal Services (PS)</b>	<b>27,142</b>	<b>28,789</b>	<b>30,118</b>	<b>31,589</b>	<b>1,471</b>	<b>4.9</b>
20 Supplies and Materials	490	822	663	565	-98	-14.8
30 Energy, Comm. and Bldg Rentals	745	-193	233	224	-9	-4.0
31 Telephone, Telegraph, Telegram, Etc	849	1,061	1,118	1,041	-78	-6.9
32 Rentals - Land and Structures	1,555	1,640	7,265	7,358	93	1.3
33 Janitorial Services	338	1	0	0	0	0.0
34 Security Services	754	1,125	1,036	1,321	285	27.6
40 Other Services and Charges	8,938	10,992	15,668	9,428	-6,241	-39.8
41 Contractual Services - Other	3,575	3,137	0	0	0	0.0
50 Subsidies and Transfers	18,651	29,672	36,915	35,484	-1,431	-3.9
70 Equipment & Equipment Rental	4,622	2,275	2,393	1,556	-837	-35.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>40,516</b>	<b>50,532</b>	<b>65,292</b>	<b>56,977</b>	<b>-8,315</b>	<b>-12.7</b>
<b>Total Proposed Operating Budget</b>	<b>67,658</b>	<b>79,321</b>	<b>95,410</b>	<b>88,566</b>	<b>-6,844</b>	<b>-7.2</b>

support the annualized effect of 4 percent salary increase effective January 2002, and 4 percent effective April 2003, based on the negotiated pay increases.

- A redirection of \$1,138,359 from nonpersonal services to personal services to support salary increases.

## Federal Funds

The proposed budget is \$49,241,551, a decrease of \$5,705,903, from the FY 2003 approved budget of \$54,947,454. There are 326 FTEs funded by Federal sources, representing a decrease of 39 FTEs from FY 2003. The FY 2004 budget for personal services reflects the annualized effect of the 4 percent salary increases effective January

2002, and the 4 percent effective April 2003 based on pay increases.

Changes from the FY 2003 approved budget are:

- An increase of \$1,726,108 in personal services to support the new faith based initiative grant and 4 percent negotiated pay increases for union workers.
- A reduction of \$7,432,011 in nonpersonal service due to decline in overall grant award in FY 2004.
- A redirection of \$2,364,495 from personal service to nonpersonal services to support obligation within subsidies and transfers (object class 50).

Table CF0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
Local Fund	42	115	39	25	-14	-35.5
Special Purpose Revenue Fund	120	116	157	152	-5	-3.3
<b>Total for General Fund</b>	<b>162</b>	<b>231</b>	<b>196</b>	<b>177</b>	<b>-19</b>	<b>-9.7</b>
<b>Federal Resources</b>						
Federal Grant	327	274	365	326	-39	-10.7
<b>Total for Federal Resources</b>	<b>327</b>	<b>274</b>	<b>365</b>	<b>326</b>	<b>-39</b>	<b>-10.7</b>
<b>Intra-District Funds</b>						
Intra-District Fund	1	5	39	38	-1	-2.3
<b>Total for Intra-District Funds</b>	<b>1</b>	<b>5</b>	<b>39</b>	<b>38</b>	<b>-1</b>	<b>-2.3</b>
<b>Total Proposed FTEs</b>	<b>490</b>	<b>510</b>	<b>600</b>	<b>541</b>	<b>-59</b>	<b>-9.8</b>

**Private Funds**

The agency does not anticipate receiving private funds in FY 2004, a decrease of \$109,000 from FY 2003 approved budget. Historically, funding was derived from various sources to support the summer youth program. However in FY 2004, no legislation is planned to support the obligation of private funds for summer youth program.

**Intra-District**

The proposed budget is \$7,400,000, a decrease of \$409,114, from the FY 2003 approved budget of \$7,809,114. There are 38 FTEs funded by Intra-District sources, which represents a decrease of 1 FTE from FY 2003. Memoranda Of Understanding (MOU) provide \$6,900,000 from DHS to provide critically needed employment services to Temporary Assistance to Needy Families (TANF) and \$500,000 from the Office of the Risk Management for Hearings and Adjudication services for the Disability Compensation Program.

Changes from the FY 2003 approved budget are:

- An increase of \$95,432 in personal services to support the negotiated pay increases for union employees.
- A reduction of \$504,546 in nonpersonal services due to the decline in Intra-District funding.

**Programs**

The Department of Employment Services operates the following programs:

**Labor Standards**

	FY 2003*	FY 2004
Budget	\$14,490,563	\$13,667,829
FTEs	-	117

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The Labor Standards program provides worker protection and dispute resolution services for the workers and employers of the District of Columbia so that disputes are resolved fairly and the safety of the workplace is ensured. In FY 2002, Labor Standards successfully transitioned the public sector occupational safety and health program to the Office of Risk Management within the Office of the City Administrator whose focus on proactive risk assessment and control will lead to concrete program improvements. The program also completed the first phase of its project to fully automate Workers' Compensation. Completion of this project is scheduled for FY 2004. The Labor Standards program has four activities:



**Wage and Hour** provides enforcement of the District's wage-hour laws for the benefit of private sector employees, assuring that private sector employees are paid at least the mandated minimum wage, overtime (when required), and all earned and promised wages.

**Occupational Safety and Health (OSH)** provides consultations, investigations, training, and program assistance to private sector employers so that they can identify and correct hazardous and dangerous workplace conditions.

**Worker's Compensation** provides claims processing, informal dispute resolution, insurance coverage compliance monitoring and related services to private sector injured workers, employers, insurance carriers, and other stakeholders in order to provide timely, accurate, fair and equitable compensation benefits and medical services to persons sustaining work-related injuries.

**Hearings and Adjudication** provides formal administrative hearings to employees, employers, and the District government so that rights and responsibilities are determined fairly, promptly, and according to principles of due process.

Key initiatives associated with the Labor Standards programs are:

- Complete implementation of the Workers' Compensation web-based information system.
- Develop and implement an occupational safety and health interface with the Workers' Compensation automated system to facilitate targeting of high risk employers.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 1: Labor Standards

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): TBD

Supervisor(s): Gregory P. Irish, Director

### Measure 1.1: Percent of wages collected from employers on valid complaints

	Fiscal Year	
	2004	2005
Target	85	85
Actual	-	-

### Measure 1.2: Percent of hazards corrected by the abatement date

	Fiscal Year	
	2004	2005
Target	90	90
Actual	-	-

### Measure 1.3: Percent of initial payments made within 14 days by insurance carriers

	Fiscal Year	
	2004	2005
Target	75	75
Actual	-	-

### Measure 1.4: Percent of compensation orders issued within 30 days of close of record

	Fiscal Year	
	2004	2005
Target	75	80
Actual	-	-

Note: Measure 1.4 previously appeared as Measure 4.2.

## Workforce Development

	FY 2003*	FY 2004
Budget	\$53,400,816	\$41,835,721
FTEs	-	200

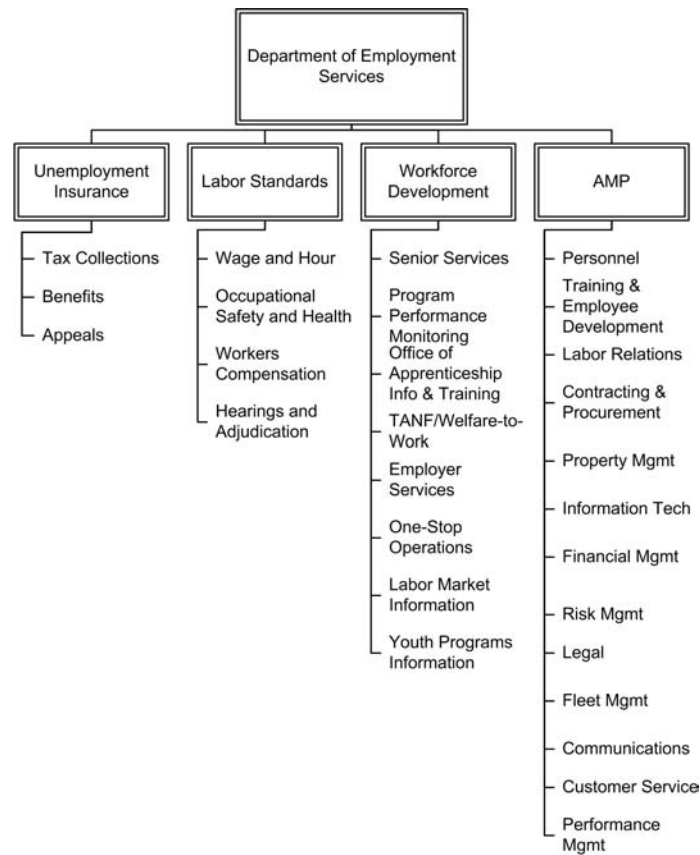
\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Workforce Development** program provides employment-related services for unemployed or underemployed persons so they can achieve economic security.

In FY 2002, Workforce Development expanded its One-Stop Career Center system by opening the A. Philip Randolph One-Stop Career Center located at 6210 North Capitol Street, N.W. This center, the first of its kind in the nation, is the result of an innovative partnership with the Metropolitan Council of the AFL-CIO. Workforce Development also opened the Business Resource Center at the department's 64 New York Avenue, N.E. headquarters location in partnership with Howard University's Small

Figure CF0-1

## Department of Employment Services



Business Development Center. This facility offers a wide range of technical assistance and resources to start-up/small business owners. Additionally, development of the Virtual One-Stop system continued, with a Welfare-to-Work module added to the network.

The Workforce Development program has eight activities as follows:

- **Senior Services** provides subsidized employment placements to District residents who are 55 years old or older and economically underprivileged. Senior Services enable these individuals to develop or enhance their job skills and be placed in unsubsidized employment so they can improve their economic condition.
- **Apprenticeship Information and Training** provides apprenticeship services and assistance to District residents and apprenticeship

sponsors. As a result, qualifying individuals have access to increased employment and training opportunities through the apprenticeship system.

- **Welfare-to-Work** provides employment-related services that assist TANF and non-custodial parents to become self-sufficient. Services include employment readiness workshops, case management, job coaching, and supportive services. Welfare-to-Work operates Project Empowerment, an initiative conducted in partnership with the Department of Human Services to assist welfare recipients to enter unsubsidized employment and achieve financial self-sufficiency.
- **One-Stop Operations** provides comprehensive employment support, unemployment compensation, training services, and supportive services through a network of easily

accessible locations. These services are made available to the residents of the District and metropolitan area in order to increase their employability and enhance their earnings potential.

- **Youth Programs** provide employment, training, and related services to District residents between the ages of 14-21, so they can remain and advance in school, obtain/retain employment, and access post-secondary education/ training opportunities.
- **Labor Market Information** provides economic trend analysis, data, statistics, and informational services to the U.S. Department of Labor Bureau of Labor Statistics, DOES staff, District policy-makers, and local employers so they can make informed employment policy decision.
- **Employer Services** operating within the context of the One-Stop system provides recruitment, referral and placement assistance to area employers. One-Stop activities and services are linked through Virtual One-Stop, a state-of-the-art electronic network.
- **Program Performance Monitoring** provides compliance, oversight and technical assistance to training vendors, procurement staff and departmental administrators.

Key initiatives associated with Workforce Development are:

- Open two additional satellite One-Stop Centers.
- Continue development of the Virtual One-Stop system, adding modules for Youth Programs and Apprenticeship Information and Training.
- Identify and secure a new facility to house the Welfare-to-Work activity.
- Finalize the translation of the Virtual One-Stop self-service module into Spanish.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 2: Workforce Development

*Citywide Strategic Priority Area(s):* Making Government Work; Strengthening Children, Youth, Families, and Elders

*Manager(s):* TBD

*Supervisor(s):* Gregory P. Irish, Director

#### Measure 2.1: Percent of senior service slot enrollees placed in unsubsidized jobs

	Fiscal Year	
	2004	2005
Target	20	20
Actual	-	-

#### Measure 2.2: Percent of training providers furnished technical assistance through formal instruction

	Fiscal Year	
	2004	2005
Target	90	90
Actual	-	-

#### Measure 2.3: Percent of apprentices successfully transitioned to skilled craft or journey workers

	Fiscal Year	
	2004	2005
Target	50	50
Actual	-	-

#### Measure 2.4: Percent of TANF/Welfare-to-Work participants who enter subsidized employment transitioning to unsubsidized employment

	Fiscal Year	
	2004	2005
Target	60	60
Actual	-	-

#### Measure 2.5: Percent of the top 200 employers listing jobs with DOES

	Fiscal Year	
	2004	2005
Target	20	20
Actual	-	-

#### Measure 2.6: Percent of unemployed adult customers placed in full-time unsubsidized employment

	Fiscal Year	
	2004	2005
Target	65	70
Actual	-	-

#### Measure 2.7: Percentage of youth advancing from one grade level to another (school retention)

	Fiscal Year	
	2004	2005
Target	-	54
Actual	-	-

**Measure 2.8: Percent of data, estimates, reports and publications submitted within established timeframe**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Unemployment Insurance**

	FY 2003*	FY 2004
Budget	\$7,722,983	\$10,169,270
FTEs	-	95

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Unemployment Insurance** program provides income replacement services for workers unemployed without fault so that they can maintain their purchasing power and thereby contribute to the economic stability of the metropolitan area. The program is responsible for the administration of the District's Unemployment Compensation program, which provides temporary weekly benefits to workers who are unemployed without fault and physically able and available for work. The program develops policies and procedures related to eligibility for and disqualification from the receipt of benefits, adjudicates first-level appeals filed by either claimants or employers, collects taxes from employers for deposit in the Unemployment Compensation Trust Fund, and maintains and safeguards the integrity and solvency of this fund.

In FY 2002, the Department was awarded a one-time automation grant of \$500,000 by the U.S. Department of Labor to support the filing of initial claims through the Internet. In addition, the program successfully implemented the District's Temporary Emergency Unemployment Compensation (TEUC) legislation that addressed the effects of the recent economic slowdown and the District's emergency legislation, which responded to the economic effects of September 11, 2001. The Unemployment Insurance program has three activities:

- **Tax Collection** provides registration, tax processing, and collection services to D.C. area employers so they can provide

Unemployment Insurance coverage for their employees and qualify for the Federal Unemployment Tax Credit.

- **Unemployment Insurance Benefits** provides cash payments to customers who are unemployed through no fault of their own so they can meet their economic needs until they become reemployed.
- **Unemployment Insurance Appeals** provides formal hearings and renders decisions to claimants and employers so they can receive benefit entitlements when due or have inappropriate charges reversed.

Key initiatives associated with the Unemployment Insurance are:

- Implement several modernization projects including Internet-based applications for processing claims, handling benefit inquiries, and checking the status of recent repayments.
- Establish an Interactive Voice Response (IVR) system for individuals lacking Internet access.
- Provide Internet-based applications to employers for updating accounts and submitting quarterly reports (FY 2003).
- Implement a system for direct deposit and electronic transfer of benefit payments.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

**Program 3: Unemployment Insurance**

*Citywide Strategic Priority Area(s):* Making Government Work; Strengthening Children, Youth, Families, and Elders

*Manager(s):* TBD

*Supervisor(s):* Gregory P. Irish, Director

**Measure 3.1: Percent of new unemployment insurance status determinations made within 90 days of the ending date of the first quarter of liability**

	Fiscal Year	
	2004	2005
Target	60	60
Actual	-	-

**Measure 3.2: Percent of all first unemployment insurance payments made within 14 days of the first compensable week-ending date**

	Fiscal Year	
	2004	2005
Target	80	85
Actual	-	-

**Measure 3.3: Percent of unemployment insurance appeals decisions made within 30 days of the date appeal is filed**

	Fiscal Year	
	2004	2005
Target	60	60
Actual	-	-

## Agency Management

	FY 2003*	FY 2004
Budget	\$20,196,004	\$22,945,312
FTEs	-	129

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

**Agency Management** Program provides the operational support to the agency so it has the necessary tools to achieve operational and programmatic success. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting Chapter.

Key initiatives associated with the Agency Management are:

- Reduce the processing time for benefit program appeals.
- Prepare department-wide position descriptions that can be used throughout the agency.
- Complete and submit a workforce development plan projecting departmental hiring needs for FY 2004.
- Upgrade and expand the content of the department's web site to allow customers to download program applications, forms, and other important documents.
- Continue the translation of program documents, forms, fact sheets, and other materials into the native languages of District immigrants.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 4: Agency Management

*Citywide Strategic Priority Area(s):* Making

Government Work

*Manager(s):* TBD

*Supervisor(s):* Gregory P. Irish, Director

### Measure 4.1: Dollars saved by agency-based labor management partnership project(s)

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: Agencies are establishing their cost-saving projects during the second-third quarters of FY 2003.

### Measure 4.2: Percent of DOES's activities with long-range IT plans

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

### Measure 4.3: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

### Measure 4.4: Percent reduction of employee lost work-day injury cases agency-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

### Measure 4.5: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

### Measure 4.6: Percent of Key Result Measures achieved

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-



# Board of Appeals and Review

www.bar.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$276,576	\$69,000	-75.1

In FY 2004, the Board of Appeals and Review (BAR) agency will be eliminated. Operationally, its mission will be transferred and fulfilled within the new Office of Administrative Hearings (OAH). Two FTEs and \$207,576 will be transferred to OAH at the beginning of the 2004 fiscal year in support of OAH's operations. BAR's remaining FY 2004 budget of \$69,000 will be used to cover the agency's operational requirements for the first quarter of FY 2004. The adjudication functions of BAR will continue under the new FY 2004 office of OAH.

The mission, under OAH, will be to continue hearing and adjudicating citizen complaints from adverse decisions concerning license revocations and civil infractions from the Department of Consumer and Regulatory Affairs, litter violations from the Department of Public Works, program reimbursements and providers' agreements from the Department of Health, and security guard license and private detective agency license denials from the Metropolitan Police Department.

## Did you know...

In FY 2002, percentage of appeals scheduled for hearing 30 days after filing.	98
In FY 2002, percentage of appeal decisions issued 30 days after hearing transcript.	95
Number of people served in FY 2002	550

The agency plans to fulfill its mission within the new Office of Administration Hearings by achieving the following strategic result goals:

- Schedule all appeals within 30 days after issuance of agency case file.
- Render all final decisions 30 days after issuance of the hearing transcript.
- Continue the archival/storage database of all closed appeals.

## Where the Money Comes From

Table DK0-1 shows the sources of funding for the Board of Appeals and Review

Table DK0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	240	243	277	69	-208	-75.1
<b>Total for General Fund</b>	<b>240</b>	<b>243</b>	<b>277</b>	<b>69</b>	<b>-208</b>	<b>-75.1</b>
<b>Gross Funds</b>	<b>240</b>	<b>243</b>	<b>277</b>	<b>69</b>	<b>-208</b>	<b>-75.1</b>

## How the Money is Allocated

Tables DK0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table DK0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	105	157	154	41	-113	-73.0
13 Additional Gross Pay	3	0	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	17	22	32	6	-26	-81.0
<b>Subtotal Personal Services (PS)</b>	<b>125</b>	<b>180</b>	<b>186</b>	<b>47</b>	<b>-139</b>	<b>-75.0</b>
20 Supplies and Materials	11	6	6	0	-6	-100.0
30 Energy, Comm. and Bldg Rentals	6	7	7	2	-5	-71.0
31 Telephone, Telegraph, Telegram, Etc	12	13	15	4	-11	-73.0
32 Rentals - Land and Structures	0	0	0	2	2	100.0
33 Janitorial Services	0	3	4	1	-3	-75.0
34 Security Services	0	5	5	1	-4	80.0
40 Other Services and Charges	22	11	11	12	1	-9.1
41 Contractual Services - Other	32	11	29	0	-29	-100.0
70 Equipment & Equipment Rental	32	8	13	0	-13	-100.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>116</b>	<b>64</b>	<b>90</b>	<b>22</b>	<b>-68</b>	<b>-76.0</b>
<b>Total Proposed Operating Budget</b>	<b>240</b>	<b>243</b>	<b>277</b>	<b>69</b>	<b>-208</b>	<b>-75.1</b>



Table DK0-3

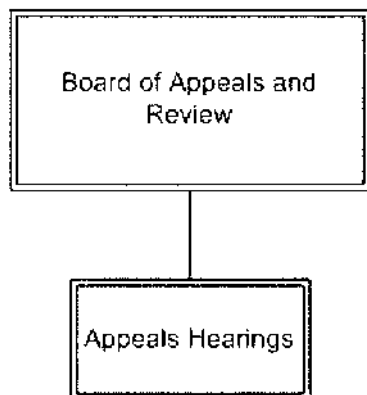
**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	2	3	3	1	-2	-66.7
<b>Total for General Fund</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>-2</b>	<b>-66.7</b>
<b>Total Proposed FTEs</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>-2</b>	<b>-66.7</b>

**Gross Funds**

Of the \$276,576, FY 2004 funding requirement for BAR, \$207,576 will be transferred to the new Office of Administrative Hearings (OAH), in addition to 2 FTEs. The proposed FY 2004 budget for BAR is \$69,000, with 1 FTE. These remaining funds are to support BAR agency operation requirements prior to the transfer of the adjudicative function to OAH, which is to occur six months after the confirmation of OAH's Chief Administrative Law Judge by the D.C. Council. The Board of Appeals and Review agency will be eliminated with the implementation of OAH.

Figure DK0-1

**Board of Appeals and Review****Programs**

Although the Board of Appeals and Review is eliminated beginning in the second quarter of FY 2004, the programmatic function/activity will continue within the Office of Administrative Hearings agency.

**Appeal Hearings**

OAH will modernize and improve administrative adjudication in the District so that citizens and other persons doing business will consistently receive high quality, fair, impartial, and efficient hearings in administrative litigation.

Agency decisions are reviewed in cases where errors are alleged, and final determinations are rendered by sustaining, reversing, modifying the appeal from which the action is taken, or when appropriate, remanding the case for further consideration. The OAH will be responsible for the continued and timely processing of cases on appeal including the maintenance and distribution of filings, preparation of reports, and correlation with various government agencies, attorneys, and pro se litigants. All decisions rendered are based upon testimony and documentary evidence introduced during hearings.

Key initiatives which will be transferred to OAH and are associated with the appeal adjudication process include:

- Scheduling all appeals within 30 days of after receipt of agency file.
- Issue all final decisions after receipt of the appeal-hearing transcript.
- Continue the archival/storage database for all closed final appeal decisions.

## Agency Goals and Performance Measures

### Goal 1: Improve code enforcement and adjudication.

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Francine Howard James, Director

*Supervisor(s):* Eric Price, Deputy Mayor for Economic Development

#### Measure 1.1: Number of appeals filed

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	108	100	110	110	-
Actual	143	156	-	-	-

#### Measure 1.2: Number of appeal decisions issued

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	82	100	90	100	-
Actual	266	91	-	-	-

#### Measure 1.3: Percentage of appeals scheduled for hearing 30 days after filing

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	95	95	98	98	98
Actual	95	98	-	-	-

Note: FY 2003-2004 targets increased from 95 percent to 98 percent. (12/27/02)

#### Measure 1.4: Percentage of appeal decisions issued 30 days after hearing transcript

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	95	95	95	95	95
Actual	95	95	-	-	-

# Board of Real Property Assessments and Appeals

www.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$307,523	\$346,473	12.7

The mission of the Board of Real Property Assessments and Appeals (BRPAA) is to ensure that real property in the District of Columbia is assessed at 100 percent of its estimated market value. The BRPAA must also ensure that the Mayor and the District Council function with a real property tax base that reflects 100 percent of each property's market value.

The Board of Real Property Assessments and Appeals, formerly, the Board of Equalization and Review, was established in 1974. The board is a public service agency that is responsible for hearing and deciding real property assessment appeals for property owners in the District of Columbia.

The BRPAA is the final administrative remedy for taxpayers to adjudicate property assessments, prior to formal litigation in D.C. Superior Court. The BRPAA consist of 18 members (all are D.C. residents), appointed for a specified term by the Mayor and confirmed by the District Council. To be a member of the board, one must be:

- An active member of the District of Columbia Bar with real estate experience,
- A District certified general or licensed residential real estate appraiser, certified public accountant, mortgage banker, licensed District real estate agent or broker, or a per-

son possessing significant real property experience.

This board serves many customers, including: residents, developers, property owners, District and federal agencies, businesses, and anyone else who is interested in tax assessment of property in the District of Columbia.

The agency plans to fulfill its mission by achieving the following strategic goals by 2004:

## Did you know...

Telephone	(202) 727-6860
Decisions rendered on property values in FY 2003	1,460
Property inspections in FY 2003	10
Community outreach meetings in FY 2003	5

## Where the Money Comes From

Table DA0-1 shows the source of funding for the Board of Real Property Assessments and Appeals.

Table DA0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	283	274	308	346	39	12.7
<b>Total for General Fund</b>	<b>283</b>	<b>274</b>	<b>308</b>	<b>346</b>	<b>39</b>	<b>12.7</b>
<b>Gross Funds</b>	<b>283</b>	<b>274</b>	<b>308</b>	<b>346</b>	<b>39</b>	<b>12.7</b>

## How the Money is Allocated

Tables DA0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table DA0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	132	133	135	137	2	1.4
13 Additional Gross Pay	5	0	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	25	19	23	22	-1	-3.4
<b>Subtotal Personal Services (PS)</b>	<b>162</b>	<b>152</b>	<b>158</b>	<b>159</b>	<b>1</b>	<b>0.7</b>
20 Supplies and Materials	6	0	9	9	0	0.0
30 Energy, Comm. and Bldg Rentals	12	12	10	9	-1	-7.0
31 Telephone, Telegraph, Telegram, Etc	5	5	6	4	-2	-31.7
32 Rentals - Land and Structures	0	7	12	18	6	47.3
33 Janitorial Services	0	4	5	6	0	2.7
34 Security Services	0	7	7	8	1	8.6
40 Other Services and Charges	89	88	93	128	35	37.6
41 Contractual Services - Other	0	0	0	0	0	0.0
70 Equipment & Equipment Rental	8	-2	7	6	-1	-13.7
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>121</b>	<b>122</b>	<b>150</b>	<b>187</b>	<b>38</b>	<b>25.3</b>
<b>Total Proposed Operating Budget</b>	<b>283</b>	<b>274</b>	<b>308</b>	<b>346</b>	<b>39</b>	<b>12.7</b>

Table DA0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	3	3	3	3	0	0.0
<b>Total for General Fund</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0.0</b>

- The BRPAA will have a full compliment of board members to improve the overall efficiency of the hearing process.
- The BRPAA will update its operating rules and regulations.
- The hearing recording system will be upgraded to enhance quality.
- The BRPAA website will be upgraded to enable citizens to send e-mails to request information, appeal forms and obtain status of their appeal requests.
- The community outreach program will be enhanced through participation in community meetings to disseminate information throughout all eight wards.
- The BRPAA will offer evening and weekend hearings to facilitate taxpayer participation, outside of traditional business hours.

**Gross Funds**

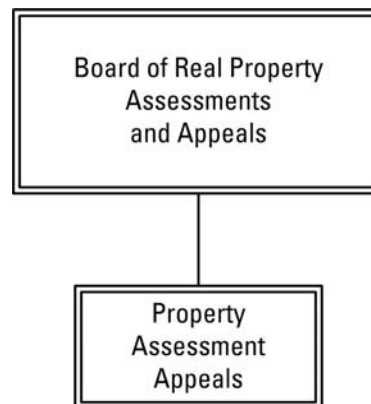
The proposed budget is \$346,473, representing an increase of 12.7 percent over the FY 2003 approved budget of \$307,523. There are three total FTEs for the agency, representing no change from FY 2003.

**General Fund**

**Local Funds.** The proposed budget is \$346,473, an increase of 12.7 percent or \$38,950 over the FY 2003 approved budget of \$307,523. There are three FTEs funded by local sources, representing no change from FY 2003. Changes from the FY 2003 approved budget are:

- An increase of \$4,565 to reflect fixed cost estimates from the Office of Finance and Resource Management.
- A decrease of \$615 to reflect a reduction in telecommunication costs.

Figure DA0-1

**Board of Real Property Assessments and Appeals**

- An increase of \$35,000 in other services and charges due to an expected increase in workload in FY 2004.

**Programs**

The Board of Real Property Assessments and Appeals operates the following program:

The **Property Assessment Appeals** program involves the review of real property assessments appeals filed by property owners or their representatives. Hearings are conducted with the property owners and/or their representatives and assessors from the Office of Tax and Revenue. All proceedings are tape recorded and open to the public.

Panel members review supporting documentation, hear evidence presented by both sides and render their decisions accordingly. Occasional inspections and additional research may be required in order for the panel members to complete the decision process. Deliberations take

place after each hearing, if time permits, and oftentimes during evening or weekend hours.

## Agency Goals and Performance Measures

### Goal 1: Conduct fair and impartial hearings to ensure property assessment values reflect 100 percent of fair market values.

*Citywide Strategic Priority Area(s):* Building Sustainable Neighborhoods; Promoting Economic Development

*Manager:* Doretha McCallum, Administrative Officer

*Supervisor:* Joy A. Arnold, Deputy Chief of Staff for Community Affairs

#### Measure 1.1: Number of decisions rendered about property values

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	800	1,500	3,000	-
Actual	184	718	-	-	-

Note: The original FY 2002 and 2003 targets were 2000 and 3000, respectively. Changes to the process for conducting hearings have resulted in adjustment of the targets.

#### Measure 1.2: Number of inspections performed that determine accurate assessment information for taxation purposes

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	5	10	10	-
Actual	5	5	-	-	-

Note: FY 2001 actual figure is the estimate for the year, which was provided in April 2001. The agency has requested that the FY 2002 target be adjusted from 15 to 5 (1/10/02).

### Goal 2: Enhance the Community Outreach Program to provide citizens with a forum to impact the operations of the assessment appeal process.

*Citywide Strategic Priority Area(s):* Enhancing Unity of Purpose and Democracy

*Manager:* Doretha McCallum, Administrative Officer

*Supervisor:* Joy A. Arnold, Deputy Chief of Staff for Community Affairs

#### Measure 2.1: Number of community outreach meetings conducted with Advisory Neighborhood Commissions, Civic Associates, and the Office of Tax and Revenue that discussed the assessment appeal process

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	15	10	15	15	-
Actual	2	2	-	-	-

Note: FY 2001 actual figure is the estimate for the year, which was provided in April 2001. The agency requested that the FY 2002 target be reduced from 15 to 10 (1/10/02).

# Department of Consumer and Regulatory Affairs

www.dkra.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$28,561,229	\$30,940,952	8.3

The mission of the Department of Consumer and Regulatory Affairs (DCRA) is to protect the health, safety, and welfare of District residents and those who work in and visit the Nation's Capital. DCRA's mission also is to facilitate sound business practices and safe development through ensuring adherence to the District's health and safety codes as well as business, occupational, and professional licensing requirements.

The agency plans to fulfill its mission by achieving the following strategic result goals:

By FY 2005, DCRA will:

- Respond to 95 percent of emergency complaints filed regarding substandard housing conditions within 48 hours.
- Render 98 percent of decisions and orders on

civil infractions, within 90 calendar days of the close of the hearing records.

- Issue 95 percent of petitions from tenants and capital improvement decisions and orders within statutory time requirements.
- Review 96 percent of initial complex plans within 30 days.
- Review 96 percent of initial non-complex plans within 7 days.
- Issue 100 percent of non-complex permits within 30 minutes.
- Complete 95 percent of building inspections within 2 business days when requested.
- Secure and bring 700 vacant housing units into compliance with housing codes.
- Demolish 125 vacant and abandoned housing units.
- Issue Master Business licenses to 90 percent of businesses that generate \$2,000 or more in gross receipts.

## Did you know...

Telephone	(202) 442-4400	
	FY 2001	FY 2002
Average processing time for non-complex building permits	58 mins.	32 mins.
Vacant and abandoned housing units demolished	599	419
Vacant housing units secured and brought into compliance with D.C. Housing Code (DCMR, Title 14)	1,536	1,713

## Where the Money Comes From

Table CR0-1 shows the sources of funding for the Department of Consumer and Regulatory Affairs.

Table CR0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	23,865	25,662	24,605	23,726	-879	-3.6
Special Purpose Revenue Fund	1,138	1,483	3,456	7,123	3,667	106.1
<b>Total for General Fund</b>	<b>25,004</b>	<b>27,145</b>	<b>28,061</b>	<b>30,849</b>	<b>2,788</b>	<b>9.9</b>
Federal Payments	0	194	0	0	0	0.0
<b>Total for Federal Resources</b>	<b>0</b>	<b>194</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Intra-District Fund	483	2,569	500	92	-408	-81.7
<b>Total for Intra-District Funds</b>	<b>483</b>	<b>2,569</b>	<b>500</b>	<b>92</b>	<b>-408</b>	<b>-81.7</b>
<b>Gross Funds</b>	<b>25,487</b>	<b>29,908</b>	<b>28,561</b>	<b>30,941</b>	<b>2,380</b>	<b>8.3</b>

## How the Money is Allocated

Tables CR0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table CR0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	13,947	14,430	15,023	17,320	2,296	15.3
12 Regular Pay - Other	697	505	1,528	216	-1,311	-85.8
13 Additional Gross Pay	739	231	532	497	-35	-6.6
14 Fringe Benefits - Curr Personnel	2,511	2,564	2,749	2,925	176	6.4
15 Overtime Pay	0	486	0	0	0	0.0
<b>Subtotal Personal Services (PS)</b>	<b>17,896</b>	<b>18,216</b>	<b>19,831</b>	<b>20,957</b>	<b>1,125</b>	<b>5.7</b>
20 Supplies and Materials	221	428	312	390	78	25.0
30 Energy, Comm. and Bldg Rentals	0	0	6	62	57	999.3
31 Telephone, Telegraph, Telegram, Etc	582	453	447	447	0	0.0
32 Rentals - Land and Structures	3,461	3,601	3,514	3,763	249	7.1
33 Janitorial Services	0	0	0	0	0	0.0
34 Security Services	0	61	57	0	-57	-100.0
40 Other Services and Charges	1,278	2,128	2,380	3,161	781	32.8
41 Contractual Services - Other	1,894	4,514	1,602	1,737	135	8.4
70 Equipment & Equipment Rental	154	506	413	424	11	2.7
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>7,591</b>	<b>11,692</b>	<b>8,730</b>	<b>9,984</b>	<b>1,254</b>	<b>14.4</b>
<b>Total Proposed Operating Budget</b>	<b>25,487</b>	<b>29,908</b>	<b>28,561</b>	<b>30,941</b>	<b>2,380</b>	<b>8.3</b>



Table CR0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	311	313	336	336	0	0
Special Purpose Revenue Fund	2	3	33	53	20	60.6
<b>Total for General Fund</b>	<b>313</b>	<b>316</b>	<b>369</b>	<b>389</b>	<b>20</b>	<b>5.4</b>
<b>Federal Resources</b>						
Federal Grant	1	0	0	0	0	0.0
<b>Total for Federal Resources</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
<b>Intra-District Funds</b>						
Intra-District Fund	0	0	0	1	1	100.0
<b>Total for Intra-District Funds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>100.0</b>
<b>Total Proposed FTEs</b>	<b>314</b>	<b>316</b>	<b>369</b>	<b>390</b>	<b>21</b>	<b>5.7</b>

- Secure the necessary financial resources to support the staffing, technology and organizational realignment required to meet the increased number of regulatory and compliance functions of the department.

**Gross Funds**

The proposed budget is \$30,940,952 representing an increase of 8.3 percent over the FY 2003 approved budget of \$28,561,229. There are 390 total FTEs for the agency, an increase of 21, or 5.7 percent, from FY 2003.

**General Fund**

**Local Funds.** The proposed budget is \$23,726,069, representing a decrease of \$878,708 from the FY 2003 approved budget of \$24,604,777. There are 336 FTEs funded by local sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- A transfer of \$180,000 of Educational Licensure Commission to the State Education Office that includes \$175,000 in personal services and \$5,000 in nonpersonal services and 2 FTEs.
- A reduction of \$716,563 in personal services reflecting the adjusted Schedule A require-

ments for salaries, fringe benefits and overtime.

- A reduction of \$158,000 to reflect savings attributable to the agency's hiring freeze.
- A net increase of \$249,068 in nonpersonal services to reflect higher fixed cost estimates.
- A net reduction \$73,213 in other nonpersonal services that includes a decrease of \$110,774 in other services and charges and an increase of \$32,561 in all other expenditure categories based on historical spending and projected requirements for FY 2004.

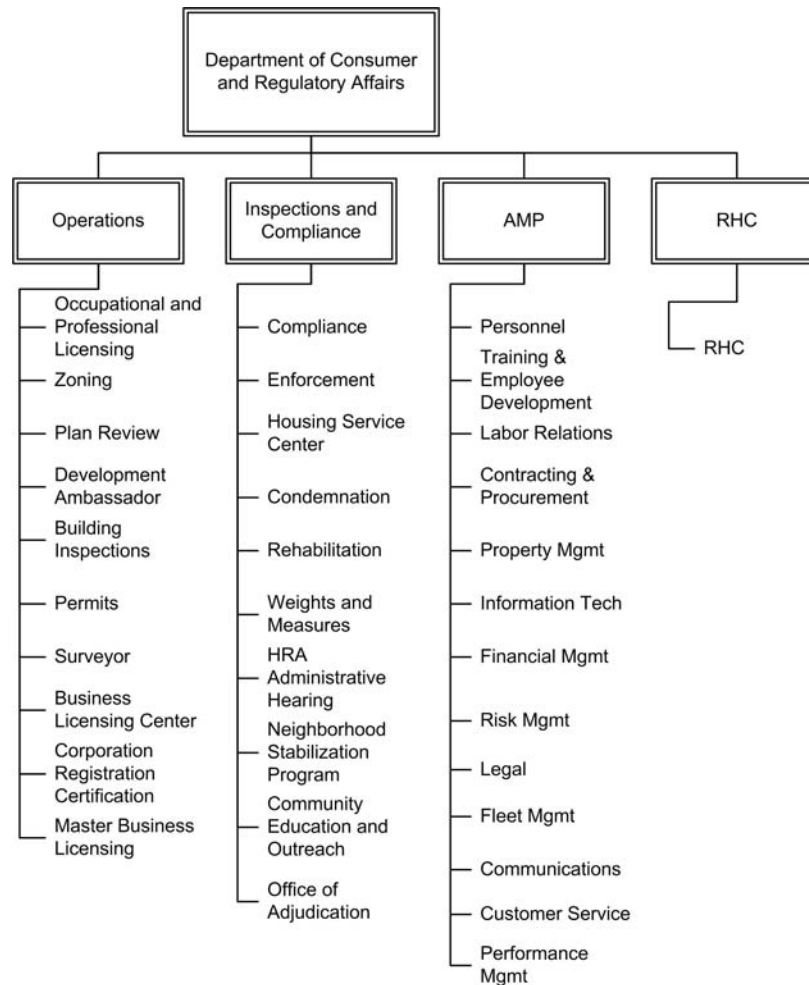
**Special Purpose Revenue Funds.** The proposed budget is \$7,123,350, an increase of \$3,666,898 from the FY 2003 approved budget of \$3,456,452. There are 53 FTEs funded by Special Purpose sources, representing an increase of 20 over FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$2,270,989 and 20 FTEs to reflect internal policy directives to utilize non-local sources of funds in support of program costs, where applicable. The expenditures will be totally supported by higher fee revenues.
- A net increase of \$1,395,909, which includes \$12,459 in personal and \$1,383,450 in non-

Figure CR0-1

## Department of Consumer and Regulatory Affairs



personal services to fund contractual and other services and charges for the Nuisance Abatement and Master Business License programs.

### Intra-District Funds

**Intra-District Funds.** The proposed budget is \$91,533, representing a decrease of \$408,467 from the FY 2003 approved budget of \$500,000. There is one FTE funded by Intra-District sources, representing an increase of one over FY 2003.

Changes from the FY 2003 approved budget are:

- A decrease of \$408,467 due to the reduction in funding from Metropolitan Police Department Justice Grants.

### Programs

The Department of Consumer and Regulatory Affairs is committed to the following programs:

#### Operations

	FY 2003*	FY 2004
Budget	\$10,412,199	\$11,129,512
FTEs	164	177

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Operations** program primarily supports the Citywide Strategic Priority area of *Making Government Work*. The purpose of the program is to provide inspections and code enforcement

for contractors, developers and property owners and licenses for businesses, professional and occupational individuals working in the District so that there is compliance with the laws and regulations of the District. Key activities of the program include:

- Zoning - This activity provides zoning interpretation, inspections, and enforcement services to contractors, developers and property owners so they can be in compliance with the zoning ordinances of the District.
- Plan Review - This activity provides interpretation and code review of construction plans and permit applications for contractors, property owners and developers so they can be in compliance with D.C. codes and obtain construction permits.
- Building Inspections - This activity provides inspections and certificates to residents and businesses in the District of Columbia so they can comply with the zoning and construction regulations and laws of the District of Columbia.
- Permits - This activity provides reviews, enforcement code interpretations and permits to contractors, developers, and property owners so they can obtain construction permits.
- Surveyor - This activity provides plats, maintenance upkeep and archives of all public record lot information for the District so that all land information is available at one location in order to promote economic development and preserve historical land records.
- Master Business Licensing – This activity provides new and renewed Master Business licenses for businesses (including non-profits) with annual gross receipts of more than \$2,000, so that they can legitimately conduct business in the District of Columbia.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 1: Operations

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Theresa Lewis, Deputy Director, Operations

*Supervisor(s):* David Clark, Director

#### Measure 1.1: Percent compliance with zoning regulations - Permits

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 1.2: Percent compliance with zoning regulations — Certificate of Occupancy

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 1.3: Percent compliance with zoning regulations - HOP

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 1.4: Percent of complex building plans reviewed within 30 days

	Fiscal Year	
	2004	2005
Target	95	96
Actual	-	-

Note: Measure 1.4 previously appeared as Measure 1.1

#### Measure 1.5: Percent of non complex plans reviewed within 7 days

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

#### Measure 1.6: Average processing time to issue walk-in building plans

	Fiscal Year	
	2004	2005
Target	35	30
Actual	-	-

Note: Measure 1.6 previously appeared as Measure 1.2.

**Measure 1.7: Percent of all building inspections completed within 48 hours of the request**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

Note: Measure 1.7 previously appeared as Measure 1.3.

**Measure 1.8: Percent of permits issued that meet the code**

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

**Measure 1.9: Percent of businesses operating in the District of Columbia that (meet the legal minimum legal requirements) have a Master Business License**

	Fiscal Year	
	2004	2005
Target	90	95
Actual	-	-

**Inspections and Compliance**

	FY 2003*	FY 2004
Budget	\$7,513,231	\$9,071,131
FTEs	123	125

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Inspections and Compliance** program primarily supports the Citywide Strategic Priority area of *Making Government Work*. The purpose of this program is to monitor the District's residences by providing housing code inspections, enforcement and abatement for residential properties; conducting conciliation and administrative hearings for landlord and tenant disputes and petitions; and conducting regulatory investigations of weights and measures and business and professional licensing issues.

Key activities of the program include:

- Compliance – This activity provides regulatory, occupational, and professional licensure investigative services for residents and businesses so that investigation reports can be completed in a timely manner.
- Enforcement - This activity provides vacant property regulation and abatement services for citizens and property owners so that they

can live in a healthy and safe city.

- Housing Service Center - This activity provides resolution to landlord/tenant problems, information on landlord/tenant rights and implement the Rental Housing Authority Act for citizens, property owners, and tenants of District of Columbia to support a stable market of affordable housing.
- Condemnation - This activity provides Board of Condemnation hearings, investigations, and oral decisions to citizens and property owners, so they can have unsanitary buildings in their neighborhoods razed or removed, or made habitable in a timely manner.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

**Key Result Measures**

**Program 2: Inspections and Compliance**

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Leila Franklin, Deputy Director, Compliance

*Supervisor(s):* David Clark, Director

**Measure 2.1: Percent investigation completed within allocated days**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 2.2: Secure and bring vacant and abandoned units into compliance**

	Fiscal Year	
	2004	2005
Target	700	700
Actual	-	-

**Measure 2.3: Demolish vacant and abandoned housing units**

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

Note: Measure 2.3 previously appeared as Measure 4.2.

**Measure 2.4: Percent of businesses using commercial weighing/measuring devices investigated bi-annually**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 2.5: Percent of rental housing cases decided within the statutory time frame**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 2.6: Percent of Emergency complaints inspected with 48 hours**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

Note: Measure 2.6 previously appeared as Measure 3.1.

**Measure 2.7: Percent of complaints inspected within 5 days**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

## Agency Management

	FY 2003*	FY 2004
Budget	\$10,635,799	\$10,513,309
FTEs	82	82

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The purpose of the Agency Management Program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all Performance-Based Budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 3: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Donald A. Sink, Deputy Director, Mission Support

*Supervisor(s):* David Clark, Director

**Measure 3.1: Dollars saved by agency-based labor management partnership project(s)**

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: Agencies are establishing their cost-saving projects during the second-third quarters of FY 2003.

**Measure 3.2: Percent of DCRA activities with long-range IT plans**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 3.3: Percent variance of estimate to actual expenditure (over/under)**

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 3.4: Percent reduction of employee lost work-day injury cases (DCRA)-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)**

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 3.5: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 3.6: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-

## Rental Housing Commission

	FY 2003*	FY 2004
Budget	\$288,934	\$227,000
FTEs	4	4

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Rental Housing Commission** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to provide hearings, orders and decisions to landlords and tenants in the District of Columbia so that they have final administrative resolution of their claims.

Key activities of the program include:

- Rental Housing Commission - This activity provides hearings, orders and decisions to landlords and tenants.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 4: Rental Housing Commission

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Ruth Banks

*Supervisor(s):* Ruth Banks

#### Measure 4.1: Percent of decisions and orders issued within allocated days

	Fiscal Year	
	2004	2005
Target	80	80
Actual	-	-

# Alcoholic Beverage Regulation Administration

www.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$3,016,000	\$3,526,300	16.9%

The mission of the Alcoholic Beverage Regulation Administration (ABRA) is to issue alcoholic beverage licenses to qualified applicants, educate establishments in the prevention of the sale of alcoholic beverages to minors, provide training to the licensed establishments regarding the rules that govern them, and educate the community on the complaint and protest mechanisms.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Improve the process for issuing alcoholic beverage licenses.
- Improve one-stop business service to customers seeking licenses by partnering with other agencies.
- Ensure compliance with the D.C. Official Code Title 25 and Municipal Regulations Title 23.
- Partner with other agencies, including the Metropolitan Police Department and the National Capital Coalition to Prevent Underage Drinking, to combat underage drinking.
- Improve adjudicatory support processes that implement Alcoholic Beverage Control (ABC) Board decisions.

## Did you know...

Telephone 202-442-4423

There are more than 1,500 alcoholic beverage establishments in the District of Columbia.

The staff has attended more than 125 civic association, Advisory Neighborhood Commission (ANC) and Neighborhood Core Group meetings.

All notifications to the ANCs, Board of Education, and Council are provided within 7 days.

## Where the Money Comes From

Table LQ0-1 shows the sources of funding for the Alcoholic Beverage Regulation Administration

Table LQ0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Special Purpose Revenue Fund	0	1,976	3,016	3,526	510	16.9
<b>Total for General Fund</b>	<b>0</b>	<b>1,976</b>	<b>3,016</b>	<b>3,526</b>	<b>510</b>	<b>16.9</b>
<b>Gross Funds</b>	<b>0</b>	<b>1,976</b>	<b>3,016</b>	<b>3,526</b>	<b>510</b>	<b>16.9</b>

## How the Money is Allocated

Tables LQ0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table LQ0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	0	1,056	1,240	1,525	285	22.9
12 Regular Pay - Other	0	0	349	399	50	14.2
13 Additional Gross Pay	0	15	54	14	-40	-74.1
14 Fringe Benefits - Curr Personnel	0	180	238	326	88	37.0
15 Overtime Pay	0	113	0	50	50	100.0
<b>Subtotal Personal Services (PS)</b>	<b>0</b>	<b>1,364</b>	<b>1,882</b>	<b>2,313</b>	<b>431</b>	<b>22.9</b>
20 Supplies and Materials	0	24	108	80	-28	-25.6
30 Energy, Comm. and Bldg Rentals	0	0	4	4	0	0.0
31 Telephone, Telegraph, Telegram, Etc	0	0	27	27	0	0.0
32 Rentals - Land and Structures	0	0	316	316	0	0.0
34 Security Services	0	0	6	6	0	0.0
40 Other Services and Charges	0	522	405	227	-178	-44.0
41 Contractual Services - Other	0	24	3	268	265	8,275.0
70 Equipment & Equipment Rental	0	41	265	285	20	7.5
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>0</b>	<b>612</b>	<b>1,134</b>	<b>1,213</b>	<b>79</b>	<b>6.9</b>
<b>Total Proposed Operating Budget</b>	<b>0</b>	<b>1,976</b>	<b>3,016</b>	<b>3,526</b>	<b>510</b>	<b>16.9</b>



Table LQ0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Special Purpose Revenue Fund	0	21	36	42	6	0.0
<b>Total for General Fund</b>	<b>0</b>	<b>21</b>	<b>36</b>	<b>42</b>	<b>6</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>0</b>	<b>21</b>	<b>36</b>	<b>42</b>	<b>6</b>	<b>0.0</b>

**Gross Funds**

The proposed budget is \$3,526,300, representing an increase of \$510,300 over the FY 2003 approved budget. There are 42 total FTEs for the agency, an increase of six FTEs over FY 2003.

**General Fund**

**Special Purpose Revenue Funds.** The proposed budget is \$3,526,300, an increase of \$510,300 over the FY 2003 approved budget. There are 42 FTEs funded by Special Purpose sources, an increase of six FTEs over FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$250,000 in personal services due to the addition of six FTEs for investigators/other positions.
- An increase of \$260,300 in nonpersonal services to fund operational requirements associated with the new positions/licensing software program.

**Programs**

The Alcoholic Beverage Regulation Administration is committed to the following programs:

**Licensing**

This division processes applications, issues licenses, and provides information to the public about the licensing process. As part of the licensing function, ABRA maintains records, provides statistics on the number, type, and location of licensed alcoholic beverage establishments, and evaluates and proposes changes in licensing processes and regulations and licensing fees.

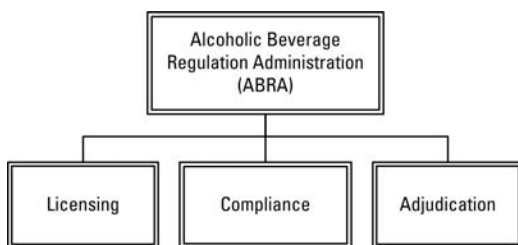
Key initiatives associated with the licensing program include:

- Developing a new computer system to maintain accurate information regarding licenses.
- Developing an effective and efficient licensing process for new catering and other licenses.

**Compliance/Enforcement**

This division ensures compliance and enforcement of the D.C. Official Code Title 25 and Municipal Regulations Title 23. Investigators conduct routine, final, and cooperative agreement inspections of the alcoholic beverage establishments while auditors conduct fiscal audits. The investigators also examine consumer complaints, which include violations of a cooperative agreement, and review and conduct appropriate follow-up to police investigations of alleged violations of ABRA. The reports are submitted to the ABC Board for disposition. This program is being revamped to address the issue of underage drinking. The division also works closely with the National Capital Coalition to Stop Underage

Figure LQ0-1

**Alcoholic Beverage Regulation Administration**

Drinking and college campuses.

This division conducts joint investigations with other governmental agencies, including the Metropolitan Police Department, Office of Tax and Revenue, the United States Treasury Department, Division of Alcohol, Tobacco and Firearms, and the Federal Bureau of Investigation.

The key initiatives for the compliance enforcement program are:

- Continue the training and development of an enforcement strategy that ensures compliance with the D.C. Official Code Title 25 and Municipal Regulations Title 23.
- Continue cooperation with the ANCs and various other community groups to facilitate open dialogue between the licensed establishments and these groups.

## Adjudication

This division supports the ABC Board's adjudication function by performing administrative duties and informing licensees and the public about the protest process. It monitors the status of protest hearings and cooperative agreements and notifies the parties and the public of ABC Board decisions.

The adjudication staff works in conjunction with the General Counsel staff to ensure the enactment of the ABC Board decisions and orders. This staff also works with the compliance/enforcement staff to ensure that reports are submitted in a timely fashion and to prepare and provide testimony at Board hearings.

The key initiative for the adjudication program is:

- Continue the development of an adjudication process that ensures compliance with the D.C. Official Code Title 25 and Municipal Regulations Title 23.

## Agency Goals and Performance Measures

### Goal 1: Develop and streamline an effective system for the issuance of ABC licenses.

Citywide Strategic Priority Area(s): Making Government Work

Manager(s): Barbara Goodwin, Chief of the Licensing Division

Supervisor(s): Maria Delaney, Director

#### Measure 1.1: Percentage of solicitor and manager licenses issued within one day

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	95	95	98	98	99
Actual	98	96	-	-	-

#### Measure 1.2: Percentage of new licenses issued within 10 days of ABC Board approval

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	95	98	98	100
Actual	98	95	-	-	-

#### Measure 1.3: Percentage of completed one-day applications approved by the ABC Board within 10 days of filing

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	95	98	98	100
Actual	98	99	-	-	-

#### Measure 1.4: Percentage of renewal licenses issued within one business day of receipt

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	100	100
Actual	N/A	N/A	-	-	-

Note: Measure 1.4 previously measured the percentage of renewal licenses issued within three months. Revised 2/1/03.

#### Measure 1.5: Percentage of notices given to ANC office, postmarked not more than six days after the receipt of the application

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	100	100
Actual	N/A	N/A	-	-	-

Note: Measure 1.5 previously measured the percentage of notices given to an ANC office within seven days of receipt of the application. Revised 2/1/03.

**Measure 1.6: Percentage of notices given to the ANC chairperson, at his or her address of record, postmarked not more than six days after receipt of application**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	100	100
Actual	N/A	N/A	-	-	-

Note: Measure 1.6 previously measured the percentage of notices given to the ANC chairperson, at his or her address of record, postmarked not more than seven days after receipt of application. Revised 2/1/03.

**Measure 1.7: Percentage of notices given to the ANC member in whose single district the establishment is located, at his or her home address, postmarked not more than six days after receipt of the application**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	100	100
Actual	N/A	N/A	-	-	-

Note: Measure 1.7 previously measured the percentage of notices given to the ANC member in whose single district the establishment is located, at his or her home address, postmarked not more than seven days after receipt of the application. Revised 2/1/03.

**Measure 1.8: Percentage of notices given to the Council within two weeks of the roll call posting date for establishments**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	100	100
Actual	N/A	N/A	-	-	-

Note: Measure 1.8 previously measured the percentage of notices given to the Council without specifying a time period. Revised 2/1/03.

**Measure 1.9: Percentage of notices given to the Board of Education, postmarked not more than six days after receipt of the application**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	100	100
Actual	N/A	N/A	-	-	-

Note: Measure 1.9 previously measured the percentage of notices given to the Board of Education, postmarked not more than seven days after receipt of the application. Revised 2/1/03.

**Goal 2: Maintain an efficient and effective protest hearing process.**

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work  
*Manager(s):* Laura Byrd, Chief of the Adjudication Division  
*Supervisor(s):* Maria Delaney, Director

**Measure 2.1: Percentage of ABC establishments notified that a protest petition has been filed against their licensure application within 3 days after the petition deadline of the roll call hearing date**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	95	95	98	99
Actual	93	85	-	-	-

**Goal 3: Maintain an efficient and effective voluntary agreement process.**

*Citywide Strategic Priority Area(s):* Building Sustainable Neighborhoods; Making Government Work  
*Manager(s):* Laura Byrd, Chief of the Adjudication Division  
*Supervisor(s):* Maria Delaney, Director

**Measure 3.1: Percentage of parties to voluntary agreements notified by written order within 45 days of ABC Board approval**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	40	80	95	98	99
Actual	50	68	-	-	-

**Goal 4: Maintain an efficient and effective citation hearing process.**

*Citywide Strategic Priority Area(s):* Making Government Work; Building Sustainable Neighborhoods  
*Manager(s):* Laura Byrd, Chief of the Adjudication Division  
*Supervisor(s):* Maria Delaney, Director

**Measure 4.1: Percentage of licensees notified in writing at least 30 days prior to the hearing date for show cause matters**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	98	98	98	98
Actual	N/A	98	-	-	-

Note: This measure was reworded for clarity. (1/3/03)

**Goal 5: Maintain and further enhance the investigative and inspection process.**

*Citywide Strategic Priority Area(s):* Making Government Work; Building Sustainable Neighborhoods  
*Manager(s):* TBD  
*Supervisor(s):* Maria Delaney, Director

**Measure 5.1: Average number of regulatory inspections and cooperative agreement compliance checks per year**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	1,700	2,250	2,250
Actual	N/A	N/A	-	-	-

**Measure 5.2: Percentage of final inspections conducted within three days of Board approval**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	98	98	99
Actual	N/A	N/A	-	-	-

**Measure 5.3: Percentage of citizen complaints and MPD incident report investigations completed within 45 days**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	90	90	-
Actual	N/A	N/A	-	-	-

**Measure 5.4: Percentage of acknowledgement letters sent to citizens within 2 business days of receipt**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	95	95	-
Actual	N/A	N/A	-	-	-

**Goal 6: Increase the number of inspections related to compliance of voluntary agreements.**

*Citywide Strategic Priority Area(s):* Making Government Work; Strengthening Children, Youth, Families, and Elders

*Manager(s):* TBD

*Supervisor(s):* Maria Delaney, Director

**Measure 6.1: Average number of establishments inspected to ensure compliance with the underage drinking law**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	50	100	150
Actual	N/A	N/A	-	-	-

**Goal 7: Increase the number of inspections and investigations related to underage drinking.**

*Citywide Strategic Priority Area(s):* Strengthening Children, Youth, Families, and Elders; Building Sustainable Neighborhoods

*Manager(s):* TBD

*Supervisor(s):* Maria Delaney, Director

**Measure 7.1: Average number of civic association, business, Neighborhood Core, and ANC meetings attended by staff and Board members**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	150	170	-
Actual	N/A	N/A	-	-	-

Note: Includes training of CD Official Code Title 25 and DC Official Municipal Regulation Title 23

**Goal 8: Enhance customer service**

*Citywide Strategic Priority Area(s):* Making Government Work; Promoting Economic Development

*Manager(s):* TBD; Laura Byrd, Chief of the Adjudication Division; Barbara Goodwin, Chief of the Licensing Division

*Supervisor(s):* Maria Delaney, Director

**Measure 8.1: Percentage of employees trained according to agency's approved individual training plan by classification**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	90	95	95
Actual	N/A	N/A	-	-	-

# Department of Banking and Financial Institutions

www.dbfi.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$2,436,652	\$2,646,131	8.6

The mission of the Department of Banking and Financial Institutions (DBFI) is to provide regulatory and programmatic services for financial institutions and consumers to promote a fair and equitable business climate and to increase the availability of capital and credit to District consumers.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- For FY 2004:
  - The District will be increasingly recognized as a national and international financial center through:
    - Chartering at least one additional commercial and one international financial institution.
    - Accreditation certification by the Conference of State Banking Supervisors.
  - The department will submit appropriate legislation to amend the federal banking laws to change the District's backup federal regulator to the Federal Deposit Insurance Corporation from the Office of the Comptroller of the Currency.
  - District consumers will be protected from unfair and abusive practices by the department establishing a fair and equitable business arena through:

- Conducting 100 percent of targeted non-depository financial institutions annual examinations.
- Resolving 90 percent of complaints received within 45 days.
- By FY 2005, the department will positively impact the development and revitalization of

## Did you know...

Telephone	(202) 727-1563
Number of financial institutions examined in FY 2002.	305
Amount recovered on behalf of District residents where financial abuse was determined.	\$236,301
Number of DBFI established Junior Super Savers Clubs in District elementary schools.	10
Number of implemented reinvestment programs to help promote and create community reinvestment opportunities.	2
Number of events and workshops to provide financial education to District residents.	123

## Where the Money Comes From

Table BI0-1 shows the sources of funding for the Department of Banking and Financial Institutions.

Table BI0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	0	-1	0	200	200	100.0
Special Purpose Revenue Fund	2,251	4,379	2,437	2,446	9	0.4
<b>Total for General Fund</b>	<b>2,251</b>	<b>4,378</b>	<b>2,437</b>	<b>2,646</b>	<b>209</b>	<b>8.6</b>
<b>Gross Funds</b>	<b>2,251</b>	<b>4,378</b>	<b>2,437</b>	<b>2,646</b>	<b>209</b>	<b>8.6</b>

## How the Money is Allocated

Tables BI0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table BI0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	699	1,159	771	726	-45	-5.8
12 Regular Pay - Other	294	0	750	869	120	15.9
13 Additional Gross Pay	45	4	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	145	189	192	239	48	24.9
15 Overtime Pay	0	-4	0	0	0	0.0
<b>Subtotal Personal Services (PS)</b>	<b>1,183</b>	<b>1,348</b>	<b>1,712</b>	<b>1,835</b>	<b>122</b>	<b>7.1</b>
20 Supplies and Materials	3	50	43	25	-18	-42.0
31 Telephone, Telegraph, Telegram, Etc	14	30	16	32	16	98.3
32 Rentals - Land and Structures	267	265	278	271	-6	-2.2
40 Other Services and Charges	178	99	214	180	-34	-15.8
41 Contractual Services - Other	0	73	108	66	-42	-39.1
50 Subsidies and Transfers	574	2,493	0	200	200	100.0
70 Equipment & Equipment Rental	34	20	65	37	-28	-43.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>1,068</b>	<b>3,030</b>	<b>724</b>	<b>811</b>	<b>87</b>	<b>12.0</b>
<b>Total Proposed Operating Budget</b>	<b>2,251</b>	<b>4,378</b>	<b>2,437</b>	<b>2,646</b>	<b>209</b>	<b>8.6</b>

Table BI0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Special Purpose Revenue Fund	16	22	27	25	-2	-7.4
<b>Total for General Fund</b>	<b>16</b>	<b>22</b>	<b>27</b>	<b>25</b>	<b>-2</b>	<b>-7.4</b>
<b>Total Proposed FTEs</b>	<b>16</b>	<b>22</b>	<b>27</b>	<b>25</b>	<b>-2</b>	<b>-7.4</b>

housing and commercial corridors in underserved communities and emerging neighborhoods in the District through economic development opportunities and access to capital through creation of:

- A D.C. Capital Access Program to assist local banks in making loans for small minority and women-owned businesses.
- A \$10 million venture capital fund for business development.
- By FY 2006, the department will increase annually by 10 percent, the number of events conducted in a variety of settings such as school-based programs, financial workshops, fairs and forums to promote and provide financial educational opportunities to District residents.

**Gross Funds**

The proposed budget is \$2,646,131, representing an increase of 8.6 percent over the approved FY 2003 approved budget of \$2,436,652. There are 25 total FTEs for the agency, representing a decrease of two FTEs from FY 2003.

**General Fund**

**Local Funds.** The proposed budget is \$200,000, an increase of 100 percent over the FY 2003 approved budget. This funding is for the Individual Development Account (IDA) program and will be used to establish matched savings accounts, usually for low-income families, that can be used for home-ownership, micro-enterprise, or education purposes. There are no FTEs associated with local funding.

**Special Purpose Revenue Funds.** The proposed budget is \$2,446,131, an increase of \$9,479 over the FY 2003 approved budget of \$2,436,652. There are 25 FTEs funded by Special Purpose sources, a decrease of two FTEs from FY 2003.

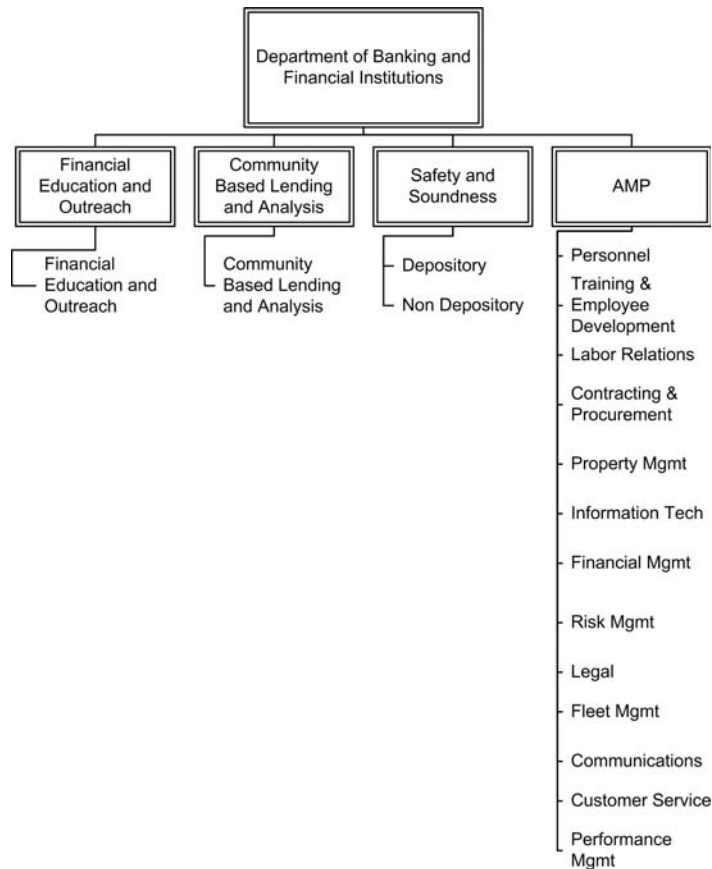
Changes from the FY 2003 approved budget are:

- An increase of \$122,358 in personal services to fully fund the Schedule A requirements for salaries, benefits and overtime.
- A decrease of \$112,879 in non-personal services reflecting reduced requirements in various expenditure categories including travel, printing, contractual services and equipment.
- A decrease of two FTEs reflects lowered agency personnel requirements.

**Credit Enhancement Fund.** In FY 2004, the agency will continue to administer the Credit Enhancement Fund, which serves as a revolving loan fund for the physical improvement of D.C. Charter Schools. The Department will carry over any of these federal payment funds that are unspent in FY 2003.

Figure BI0-1

## Department of Banking and Financial Institutions



## Programs

The Department of Banking and Financial Institutions is committed to the following programs:

### Financial Education and Outreach

	FY 2003*	FY 2004
Budget	\$135,537	\$193,047
FTEs	2	2

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

**The Financial Education and Outreach** program primarily supports the Citywide Strategic Priority area of *Building Sustainable Neighborhoods*. The purpose of the program is to provide financial education services and information about Department of Banking and

Financial Institutions to residents of the District of Columbia so they can become better informed and competitive consumers of financial services and achieve financial independence. This program includes one activity of the same title and function.

The key initiative associated with the Financial Education and Outreach Program is:

- Conduct financial literacy programs, workshops and forums in schools and other neighborhood settings on savings, consumer credit, home buying, predatory lending and other financial topics, in partnership with diverse community institutions.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.



## Key Result Measures

### Program 1: Financial Education and Outreach

*Citywide Strategic Priority Area(s):* Building Sustainable Neighborhoods

*Manager(s):* S. Kathryn Allen, Commissioner

*Supervisor(s):* S. Kathryn Allen, Commissioner

#### Measure 1.1: Percent of targeted District consumers receiving information/education

	Fiscal Year	
	2004	2005
Target	80	85
Actual	-	-

#### Measure 1.2: Percent of workshop participants reporting that workshop presentations will help them make more informed choices regarding financial services

	Fiscal Year	
	2004	2005
Target	80	85
Actual	-	-

#### Measure 1.3: Dollars of in-kind and donated resources secured (thousands)

	Fiscal Year	
	2004	2005
Target	75	100
Actual	-	-

Note: Measure 1.3 previously appeared as Measure 6.2.

## Community Based Lending and Analysis

	FY 2003*	FY 2004
Budget	\$218,204	\$360,694
FTEs	3	3

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Community Based Lending and Analysis** program primarily supports the Citywide Strategic Priority area of *Promoting Economic Development*. The purpose of the program is to provide community development strategies and capital access services to residents and businesses so they can have better access to financing for housing opportunities and business development. This program includes one activity of the same title and function.

The key initiative associated with the Community-Based Lending and Analysis Program is:

- Focus on encouraging financial institutions to participate in DBFI programs that expand housing opportunities for low-to-moderate income individuals.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 2: Community Based Lending and Analysis

*Citywide Strategic Priority Area(s):* Promoting Economic Development

*Manager(s):* Albert Elder, Deputy Commissioner

*Supervisor(s):* S. Kathryn Allen, Commissioner

#### Measure 2.1: Dollars provided through the DC Public Charter Schools Credit Enhancement Fund (millions)

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

#### Measure 2.2: Dollars provided through the venture capital fund (thousands)

	Fiscal Year	
	2004	2005
Target	750	750
Actual	-	-

#### Measure 2.3: Percent of financial institutions participating in a DBFI program to expand housing opportunities for low-to-moderate income individuals

	Fiscal Year	
	2004	2005
Target	25	33
Actual	-	-

## Safety and Soundness

	FY 2003*	FY 2004
Budget	\$571,683	\$571,682
FTEs	10	10

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Safety and Soundness** program primarily supports the Citywide Strategic Priority area of *Making Government Work*. The purpose of the program is to provide licensing, examination and

enforcement services to District non-depository financial institutions so they can provide expanded and equitable financial services to consumers and comply with applicable District law and regulations. Key activities of the program include:

**Depository** – This activity provides chartering, examination and enforcement services to District depository financial institutions so they can provide expanded and equitable financial services to consumers and comply with applicable District law and regulations.

**Non-Depository** – This activity provides licensing, examination and enforcement services to District non-depository financial institutions so they can provide expanded and equitable financial services to consumers and comply with applicable District law and regulations.

Key initiatives associated with the Safety and Soundness Program are:

- Target non-depository institutions for annual examinations.
- Capture dollars on behalf of District residents as a result of enforcement actions.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 3: Safety and Soundness

*Citywide Strategic Priority Area(s):* Strengthening Children, Youth, Families, and Elders

*Manager(s):* Albert Elder, Deputy Commissioner

*Supervisor(s):* S. Kathryn Allen, Commissioner

#### Measure 3.1: Percent of targeted non-depository institutions examined annually

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 3.2: Percent of depository institutions receiving an examination rating

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 3.3: Dollars captured on behalf of District residents as result of enforcement actions

	Fiscal Year	
	2004	2005
Target	5000	5000
Actual	-	-

### Agency Management

	FY 2003*	FY 2004
Budget	\$1,511,228	\$1,520,708
FTEs	13	13

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The purpose of the **Agency Management** Program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all performance-based budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 4: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* S. Kathryn Allen, Commissioner

*Supervisor(s):* S. Kathryn Allen, Commissioner

#### Measure 4.1: Percent of DBFI'S activities with long-range IT plans

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

#### Measure 4.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 4.3: Percent reduction of employee lost work-day injury cases agency-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)**

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 4.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 4.5: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-



# Public Service Commission

www.dcpssc.org

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$6,795,658	\$6,970,388	2.6

The mission of the Public Service Commission is to serve the public interest by ensuring that natural gas, electricity and telecommunications services are safe, reliable and affordable for residential, business, and government customers of the District of Columbia.

The District of Columbia Public Service Commission (PSC) was chartered in 1913 and established in the Home Rule Charter as an independent agency of the District government to regulate the local gas, electric and telecommunications industries. Through mandated changes to competition, the role of the PSC has experienced a dramatic conversion. Over the last decade, competition has been introduced into the gas, electric and telecommunications industries, both nationally and in the District. The historical roles of regulator and arbitrator have and continue to be replaced with leadership responsibilities for market transition and facilitation. Operating priorities have shifted from rate

setting to establishing quality of service standards, market monitoring, implementing consumer education programs, and enforcing agency rules and applicable laws.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Provide the framework for adopting rules and regulations to govern retail electric competition.
- Develop permanent cost-based rates in telecommunications for unbundled products to enhance competitiveness and participation.
- Investigate opportunities to market the District for potential competitors.
- Establish and maintain an internship program for local law schools, colleges and high schools in disciplines such as law, engineering, economics, accounting, marketing, instructional design, and community education.

## Did you know...

Telephone numbers (202) 626-5100  
(202) 626-5120

The Public Service Commission publishes a Consumer Bill of Rights on rights and responsibilities of utility consumers in the District of Columbia.

## Where the Money Comes From

Table DH0-1 shows the sources of funding for the Public Service Commission

Table DH0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	2	0	0	0	0	0.0
Special Purpose Revenue Fund	5,960	6,127	6,546	6,721	175	2.7
<b>Total for General Fund</b>	<b>5,962</b>	<b>6,127</b>	<b>6,546</b>	<b>6,721</b>	<b>175</b>	<b>2.7</b>
Federal Grant	66	81	125	125	0	0.0
<b>Total for Federal Resources</b>	<b>66</b>	<b>81</b>	<b>125</b>	<b>125</b>	<b>0</b>	<b>0.0</b>
Private Grant Fund	66	81	125	125	0	0.0
<b>Total for Private Funds</b>	<b>66</b>	<b>81</b>	<b>125</b>	<b>125</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>6,093</b>	<b>6,290</b>	<b>6,796</b>	<b>6,970</b>	<b>175</b>	<b>2.6</b>

## How the Money is Allocated

Tables DH0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table DH0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	3,208	3,396	3,911	3,975	64	1.6
12 Regular Pay - Other	230	460	489	489	0	0.0
13 Additional Gross Pay	93	39	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	522	631	688	667	-21	-3.1
15 Overtime Pay	0	0	0	32	32	100.0
<b>Subtotal Personal Services (PS)</b>	<b>4,054</b>	<b>4,526</b>	<b>5,089</b>	<b>5,164</b>	<b>75</b>	<b>1.5</b>
20 Supplies and Materials	38	40	36	36	0	0.0
31 Telephone, Telegraph, Telegram, Etc	65	64	60	60	0	0.0
32 Rentals - Land and Structures	715	726	812	912	100	12.3
40 Other Services and Charges	329	354	250	275	25	10.0
41 Contractual Services - Other	687	352	377	352	-25	-6.6
70 Equipment & Equipment Rental	206	228	172	172	0	0.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>2,039</b>	<b>1,764</b>	<b>1,707</b>	<b>1,807</b>	<b>100</b>	<b>5.9</b>
<b>Total Proposed Operating Budget</b>	<b>6,093</b>	<b>6,290</b>	<b>6,796</b>	<b>6,970</b>	<b>175</b>	<b>2.6</b>

Table DH0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	1	0	0	0	0	0.0
Special Purpose Revenue Fund	45	55	66	66	0	0.0
<b>Total for General Fund</b>	<b>46</b>	<b>55</b>	<b>66</b>	<b>66</b>	<b>0</b>	<b>0.0</b>
<b>Federal Resources</b>						
Federal Grant	0	1	2	2	0	0.0
<b>Total for Federal Resources</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0.0</b>
<b>Private Funds</b>						
Private Grant Fund	0	0	2	2	0	0.0
<b>Total for Private Funds</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>46</b>	<b>56</b>	<b>69</b>	<b>69</b>	<b>0</b>	<b>0.0</b>

Public Service Commission operations are financed entirely with non-local revenues, which are derived from assessments to the utility companies. Operations are comprised of four components: Utilities Regulation, Auditor's Assessment, Printing and Duplication, and the Pipeline Safety Grant. Financial performance is guided by a legislative measure that requires if fiscal year expenditures are less than 95 percent of budget, the unexpended balance is reimbursed proportionately to the utility companies.

### Gross Funds

The proposed budget is \$6,970,388, representing an increase of 2.6 percent over the FY 2003 approved budget of \$6,795,658. There are 69 total FTEs for the agency, representing no change from FY 2003.

### General Fund

**Special Purpose Revenue Funds.** The proposed budget is \$6,720,627, an increase of \$174,729 over the FY 2003 approved budget of \$6,545,898. There are 66 FTEs funded by Special Purpose sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$74,729 to fully fund personal services based on the Schedule A requirement for salaries, fringe benefits and overtime.
- An increase of \$100,000 in nonpersonal services for agency managed fixed costs for office space to accommodate 12 positions anticipated to be filled by FY 2004.

### Federal Funds

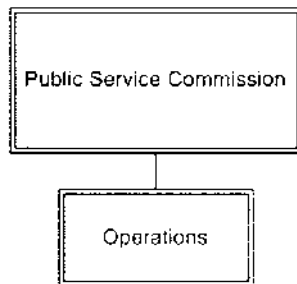
**Federal Grants.** The proposed budget is \$124,881, representing no change from the FY 2003 approved budget of \$124,881. There are 1.5 FTEs funded by Federal sources, representing no change from FY 2003.

### Private Funds

**Private Grant Funds.** The proposed budget is \$124,881, representing no change from the FY 2003 approved budget of \$124,881. There are 1.5 FTEs funded by Private sources, representing no change from FY 2003.

Figure DH0-1

## Public Service Commission



## Programs

The Public Service Commission is committed to the following program:

### Operations

For FY 2004, the agency will continue to transition operations to meet the demands of the final phase of industry restructuring of electric, gas, and telecommunications. These challenges coincide with the dynamic changes occurring in the utility sectors serving the District. PSC will continue to encourage the development of telecommunications and energy markets in which service providers offer a variety of products and services that satisfy consumer demand. A team approach will be employed to manage three primary front-line areas. Attorneys, economists, and technical staff will be represented in team organizations to better manage consumer service, market monitoring and enforcement. This approach allows issues to be localized, contained and resolved more efficiently and effectively.

## Agency Goals and Performance Measures

### Goal 1: Fostering fair and open competition among service providers.

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Daniel S. Flores, Chief of Staff

*Supervisor(s):* Angel M. Cartagena, Jr.,  
Chairman

### Measure 1.1: Percent of time that orders are issued within 15 business days of receipt of all information from Competitive Local Exchange Carriers

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	90	95	95	95
Actual	79	98	-	-	-

Note: The agency reports that the 90% goal has been met since March 2001. The FY 2003 target was changed from 100 to 95 at the request of the agency. (02/02)

### Measure 1.2: Percent of utility company tariffs that are processed within 120 days

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	80	90	90	90	90
Actual	76	73	-	-	-

Note: The FY 2003 target was changed from 95 to 90 at the request of the agency. (02/02)

### Measure 1.3: Percent of formal complaints that have decisions issued within 20 days after the close of the record

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	80	85	90	90	90
Actual	50	63	-	-	-

### Measure 1.4: Percent of pay phone complaints resolved within 60 days

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	80	75	85	85	85
Actual	90	88	-	-	-

### Measure 1.5: Percent of outreach activities rated as good or excellent

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	90	90	90	90
Actual	100	100	-	-	-

Note: In FY 2000, 74 outreach activities were held, but rating sheets were only returned for 15 of the 74 activities.



# Office of the People's Counsel

www.opc-dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$3,978,198	\$4,178,198	5.0

The mission of the Office of the People's Counsel (OPC) is to advocate on behalf of consumers of gas, electric and telecommunication services in the District of Columbia.

The Office of the People's Counsel (OPC) was chartered in 1913 and established in the Home Rule Charter as an independent agency of the District government to be an advocate for consumers of gas, electric and telephone services.

OPC represents consumers in matters before the Public Service Commission, federal agencies and the District of Columbia Court of Appeals; assists individual consumers with disputes with utility companies; provides outreach and consumer education programs on utility matters; monitors the retail market for utility services to discourage anti-competitive conduct and conditions; provides technical assistance to the Consumer Utility Board; assists the Executive in establishing a municipal aggregation program; and represents consumers in proceedings involving public pay phones.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Ensure market competition delivers universal and accessible services throughout the District.
- Monitor the restructured market to ensure there are no abuses in the delivery of service

as required by the District's restructuring law.

- Conduct extensive community education and outreach events to educate consumers on how to make reasoned and sound choices in selecting utility service providers.
- Continue to work with the Executive in establishing a Municipal Aggregation Plan.
- Increase OPC's presence at the federal level to ensure D.C. ratepayers are vigorously represented in matters at the federal level affecting local consumers.

## Did you know...

Telephone (202) 727-3071

This agency was established by Congress in 1926. A federal executive branch reorganization in 1952 eliminated the agency. Community concern in 1975 about rapidly rising electric rates resulted in the reestablishment of the office by Congress.

## Where the Money Comes From

Table DJ0-1 shows the sources of funding for the Office of the People's Counsel.

Table DJ0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Special Purpose Revenue Fund	3,052	3,826	3,978	4,178	200	5.0
<b>Total for General Fund</b>	<b>3,052</b>	<b>3,826</b>	<b>3,978</b>	<b>4,178</b>	<b>200</b>	<b>5.0</b>
<b>Gross Funds</b>	<b>3,052</b>	<b>3,826</b>	<b>3,978</b>	<b>4,178</b>	<b>200</b>	<b>5.0</b>

## How the Money is Allocated

Tables DJ0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table DJ0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

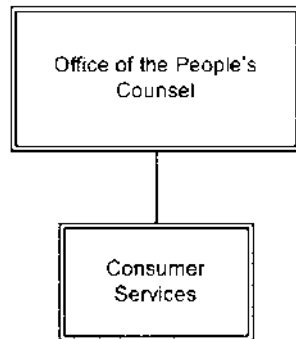
	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	1,665	1,928	2,124	2,211	88	4.1
12 Regular Pay - Other	1	0	0	0	0	0.0
13 Additional Gross Pay	41	15	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	232	267	353	365	12	3.5
<b>Subtotal Personal Services (PS)</b>	<b>1,939</b>	<b>2,210</b>	<b>2,476</b>	<b>2,576</b>	<b>100</b>	<b>4.0</b>
20 Supplies and Materials	50	32	33	33	0	0.0
30 Energy, Comm. and Bldg Rentals	0	0	1	1	0	0.0
31 Telephone, Telegraph, Telegram, Etc	21	19	31	31	0	0.0
32 Rentals - Land and Structures	483	490	510	510	0	0.0
40 Other Services and Charges	491	343	364	364	0	0.0
41 Contractual Services - Other	0	679	385	485	100	26.0
70 Equipment & Equipment Rental	68	53	178	178	0	0.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>1,114</b>	<b>1,616</b>	<b>1,502</b>	<b>1,602</b>	<b>100</b>	<b>6.7</b>
<b>Total Proposed Operating Budget</b>	<b>3,052</b>	<b>3,826</b>	<b>3,978</b>	<b>4,178</b>	<b>200</b>	<b>5.0</b>

Table DJ0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Special Purpose Revenue Fund	25	29	33	33	0	0.0
<b>Total for General Fund</b>	<b>25</b>	<b>29</b>	<b>33</b>	<b>33</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>25</b>	<b>29</b>	<b>33</b>	<b>33</b>	<b>0</b>	<b>0.0</b>

Figure DJ0-1

**Office of the People's Counsel**

OPC operations are financed entirely with non-local revenues, which are derived from the utility industry through periodic assessments. These costs are passed on to ratepayers. Financial performance is guided by a legislative measure that requires if fiscal year expenditures are less than 95 percent of budget, the unexpended balance is reimbursed proportionately to the utility companies.

**Gross Funds**

The proposed budget is \$4,178,198, representing an increase of 5.0 percent over the FY 2003 approved budget of \$3,978,198. There are 33 total FTEs for the agency, representing no change from FY 2003.

**General Fund**

**Special Purpose Revenue Funds.** The proposed budget is \$4,178,198, representing an increase of \$200,000 over the FY 2003 approved budget of \$3,978,198. There are 33 FTEs funded by

Special Purpose sources, representing no change from FY 2003. Changes from the FY 2003 approved budget are:

- An increase of \$100,000 to fully fund personal services based on the Schedule A requirement for salaries, fringe benefits and overtime.
- An increase of \$100,000 in nonpersonal services for contractual services to fund legal, economic, engineering and accounting consultants to address additional demands for agency involvement and participation in consumer education, marketing, monitoring and municipal aggregation.

**Program**

The Office of the People's Counsel is committed to the following program:

**Consumer Services**

In FY 2004, the utility arena is anticipated to change because of consumer choice and restructuring. These changes constitute new and complex challenges for OPC. With market competition, there will be corresponding demands for increased assurances for consumer protection and education. Considerable pressure will be placed on agency resources to continue vigorous advocacy on behalf of consumers, to provide efficient and effective communications to consumers, as well as reliable analyzes of costs, services and products.

## Agency Goals and Performance Measures

**Goal 1: Ensure market competition delivers universal and accessible service throughout the District.**

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Sandra Mattavous-Frye, Esq.,  
Deputy People's Counsel and Director of Litigation

*Supervisor(s):* Elizabeth A. Noel, Esq., People's Counsel

**Measure 1.1: Percent of data maintained on service delivery for natural gas, electricity and telephone in underserved areas.**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	80	85	90	85	-
Actual	N/A	N/A	-	-	-

**Goal 2: Provide information on choice, and monitor gas and electric service plans in conjunction with community groups.**

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Sandra Mattavous-Frye, Esq.,  
Deputy People's Counsel and Director of Litigation

*Supervisor(s):* Elizabeth A. Noel, Esq., People's Counsel

**Measure 2.1: Percent of time that analysis is presented to community groups throughout the city (presentations occur eight times per month)**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	85	90	93	95	-
Actual	90	100	-	-	-

Note: OPC adjusted the FY 2003 target from 95 percent to 93 percent.  
(01/09/03)

# Department of Insurance and Securities Regulation

www.disr.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$9,766,310	\$10,244,456	4.9

The mission of the Department of Insurance and Securities Regulation (DISR) is to provide fair, efficient and fast regulatory supervision of the insurance and securities businesses for the protection of the people of the District of Columbia. In addition, the agency also creates conditions that will attract and retain national and international insurance and other financial service businesses to the District.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Position the District of Columbia to be an international financial center by FY 2004 by attracting at least 10 new insurance companies to the District and increasing revenues from the insurance and securities industries by 10 percent above the previous year.

## Did you know...

Number of domestic insurance companies in the District in FY 2002.	27
Revenues provided to the General Fund from insurance and securities businesses in FY 2002.	\$48.6 million
Number of insurance and securities forms submitted electronically through the agency's website in FY 2002.	7,865

- Increase the number of community outreach programs by 20 percent by FY 2004.
- Improve investor confidence and protection by increasing by 10 percent the number of securities related regulatory actions.
- Increase by 20 percent the number of investor awareness events and the number of compliance seminars by FY 2005.
- Continue to explore innovative ideas for dealing with the rising cost of health insurance by proposing comprehensive legislation that will seek to address its availability and affordability.
- Continue to seek innovative solutions to make workers' compensation and property insurance, and other types of insurance available to consumers, through participation in National Association of Insurance Commissioners (NAIC) committees, proposing legislation, and working with the insurance industry.

## Where the Money Comes From

Table SR0-1 shows the sources of funding for the Department of Insurance and Securities Regulation.

Table SR0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Special Purpose Revenue Fund	7,518	8,346	9,766	10,244	478	4.9
<b>Total for General Fund</b>	<b>7,518</b>	<b>8,346</b>	<b>9,766</b>	<b>10,244</b>	<b>478</b>	<b>4.9</b>
<b>Gross Funds</b>	<b>7,518</b>	<b>8,346</b>	<b>9,766</b>	<b>10,244</b>	<b>478</b>	<b>4.9</b>

## How the Money is Allocated

Tables SR0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table SR0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	4,696	5,278	6,413	6,913	500	7.8
12 Regular Pay - Other	101	134	0	0	0	0.0
13 Additional Gross Pay	93	72	75	35	-40	-53.3
14 Fringe Benefits - Curr Personnel	768	889	1,007	1,039	32	3.2
15 Overtime Pay	0	42	0	40	40	100.0
<b>Subtotal Personal Services (PS)</b>	<b>5,658</b>	<b>6,415</b>	<b>7,495</b>	<b>8,028</b>	<b>533</b>	<b>7.1</b>
20 Supplies and Materials	39	44	58	66	8	14.6
31 Telephone, Telegraph, Telegram, Etc	65	70	71	71	0	0
32 Rentals - Land and Structures	813	801	815	880	65	8.0
40 Other Services and Charges	324	451	511	692	181	35.4
41 Contractual Services - Other	300	175	150	150	0	0
50 Subsidies and Transfers	99	104	130	78	-52	-39.8
70 Equipment & Equipment Rental	219	286	537	279	-258	-48.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>1,860</b>	<b>1,931</b>	<b>2,272</b>	<b>2,217</b>	<b>-55</b>	<b>-2.4</b>
<b>Total Proposed Operating Budget</b>	<b>7,518</b>	<b>8,346</b>	<b>9,766</b>	<b>10,244</b>	<b>478</b>	<b>4.9</b>

Table SR0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Special Purpose Revenue Fund	81	91	103	107	4	3.9
<b>Total for General Fund</b>	<b>81</b>	<b>91</b>	<b>103</b>	<b>107</b>	<b>4</b>	<b>3.9</b>
<b>Total Proposed FTEs</b>	<b>81</b>	<b>91</b>	<b>103</b>	<b>107</b>	<b>4</b>	<b>3.9</b>

**Gross Funds**

The proposed budget is \$10,244,456, representing an increase of \$478,146 or 4.9 percent over the FY 2003 approved budget of \$9,766,310. There are 107 total FTEs for the agency, representing an increase of four FTEs over FY 2003.

**General Fund**

**Special Purpose Revenue Funds.** The proposed budget is \$10,244,456, an increase of

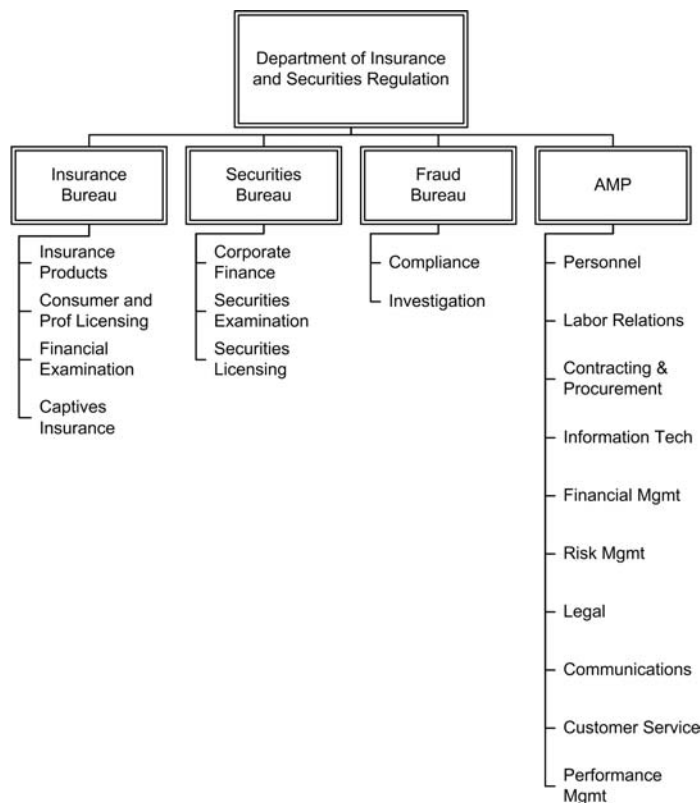
\$478,146 over the FY 2003 approved budget of \$9,766,310.

There are 107 FTEs funded by Special Purpose sources, representing an increase of four FTEs over FY 2003.

Changes from the FY 2003 approved budget are:

- An increase of \$164,549 in personal services to fully fund the Schedule A requirement for salaries, fringe benefits and overtime.

Figure SR0-1

**Department of Insurance and Securities Regulation**

- An increase of \$368,428 to fund 4 FTEs, two which are needed in the licensing division and two to handle additional incoming complaints.
- A reduction of \$54,831 in nonpersonal services costs, reflecting a decrease in FY 2004 requirements.

## Programs

The Department of Insurance and Securities Regulation is committed to the following programs:

### Securities Bureau

	FY 2003*	FY 2004
Budget	\$1,632,876	\$1,752,632
FTEs		16

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Securities Bureau** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of this program is to regulate the securities industry so that it can comply with the laws and regulations of the District. Key activities of the program include:

- Corporation Finance - This activity provides effective review and analysis about certain securities offerings to investors so they can receive full disclosure as required by the D.C. Code.
- Licensing - This activity provides for licensing and registration services for securities professionals so that they are in compliance with the D.C. Code.
- Examinations - This activity provides for public information through the performance of examinations of financial condition and regulatory compliance of securities firms and their representatives so that they can have effective measures for achieving compliance with D.C. Code.

Key initiatives for this program are to:

- Implement Phase II of the Investment

Adviser Registration Depository System for the registration of investment advisers.

- Acquire and install the Securities Tracking and Registration (STAR) system modules for automated management of compliance activity of broker-dealers and investment advisers.
- Implement a program for on-site examination of broker-dealers and investment advisers in coordination with other federal and state regulatory agencies.
- Use web-based complaint and inquiry system for communication with members of the public and the securities industry.
- Develop a coordinated response to common securities regulatory issues affecting banks, insurance companies and broker-dealers and investment adviser firms in response to federal Gramm-Leach-Bliley legislation.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 1: Securities Bureau

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Theodore Miles

*Supervisor(s):* Lawrence H. Mirel,  
Commissioner

#### Measure 1.1: Percent of the securities offerings reviewed by Securities Bureau

	Fiscal Year	
	2004	2005
Target	90	90
Actual	-	-

#### Measure 1.2: Percent of the applications process completed within 25 days

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

#### Measure 1.3: Percent of DC-based firms examined within 12 months

	Fiscal Year	
	2004	2005
Target	15	20
Actual	-	-



## Insurance Bureau

	FY 2003*	FY 2004
Budget	\$5,027,044	\$5,048,076
FTEs	-	47

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Insurance Bureau** program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of the Insurance Bureau Program is to regulate the insurance industry in the District in order to protect the interests of consumers and ensure that insurance companies are in compliance with the laws and regulations of the District. Key activities of the program include:

- Insurance Products - This activity provides regulation of sales, marketplace practices and products offered in the District to policyholders so that all products comply with D.C. Code.
- Financial Examination - This activity provides solvency and compliance monitoring, rate approval, and technical assistance for the insurance industry, other regulators and the public so that there is a viable insurance market in the District.
- Captive Insurance - This activity provides solvency and compliance monitoring, and technical assistance for the captive insurance licensure so that there are significant opportunities for large organizations to acquire insurance in the alternative market.
- Consumer and Professional Services - This activity provides licenses to insurance companies and producers as well as complaint resolution for consumers in the District so that the companies are in compliance with D.C. Code and the consumers can resolve their disputes with the insurance companies.

Key initiatives for this program are to:

- Participate in National Insurance Producer Registry allowing for one-stop licensing for nonresident agents.
- Replace the current licensing system with a web-based system, in order to make the ser-

vice more accessible to the public.

- Develop automated procedures that would provide uniform financial review and licensing processes for captive insurance agencies.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 2: Insurance Bureau

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Margaret Schruender

*Supervisor(s):* Lawrence H. Mirel,  
Commissioner

#### Measure 2.1: Percent of policy forms approved or rejected within 45 days

	Fiscal Year	
	2004	2005
Target	90	90
Actual	-	-

#### Measure 2.2: Number of domestic insurers examined within the fiscal year

	Fiscal Year	
	2004	2005
Target	6	6
Actual	-	-

#### Measure 2.3: Percent increase in the number of captive companies licensed over previous year

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 2.4: Percent of complaints responded to within 48 hours and resolved within 45 days

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

## Fraud Bureau

	FY 2003*	FY 2004
Budget	\$694,711	\$886,651
FTEs	-	9

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Fraud Bureau** program primarily supports

the Citywide Strategic Priority area of Making Government Work. The purpose of the Fraud Bureau Program is to provide investigations, determinations, and referrals for insurance and securities companies suspected of fraud in order to protect the interests of the residents and consumers within the District. Key activities of the program include:

- Compliance - This activity provides regulatory guidance, training, data analysis and reporting guidelines for securities/insurance entities, DISR, and other jurisdictions so they can be in compliance with insurance and securities requirements.
- Investigation - This activity provides violation evaluations, investigation, and remedies to individuals, insurance and securities entities and other jurisdictions in order to prevent, detect, and prosecute fraudulent insurance activities.

Key initiatives for this program are to:

- Participate in National Association of Insurance Commissioners (NAIC) anti-fraud committee activities to standardize and enhance the DISR Fraud Bureau's operational procedures.
- Participate with NAIC and federal authorities in the creation of a securities and insurance anti-fraud information network.
- Amend the current fraud statute to obtain limited law enforcement status.
- Enact legislation creating a civil penalty for fraudulent insurance activity.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

#### Key Result Measures

##### Program 3: Fraud Bureau

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Stephen Perry

*Supervisor(s):* Lawrence H. Mirel,  
Commissioner

#### Measure 3.1: Percent compliance with filings of insurance anti-fraud plans within 6 months of licensing date

	Fiscal Year	
	2004	2005
Target	100	100
Actual	-	-

#### Measure 3.2: Number of insurance and securities fraud investigations closed by end of fiscal year

	Fiscal Year	
	2004	2005
Target	177	212
Actual	-	-

Note: Measure 3.2 previously appeared as Measure 1.4.

### Agency Management

	FY 2003*	FY 2004
Budget	\$2,411,679	\$2,557,097
FTEs	-	35

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The purpose of the **Agency Management** Program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all performance-based budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

#### Key Result Measures

##### Program 4: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Lawrence H. Mirel, Commissioner

*Supervisor(s):* Lawrence H. Mirel,  
Commissioner

**Measure 4.1: Dollars saved by agency-based labor management partnership project(s)**

	Fiscal Year	
	2004	2005
Target	-	-
Actual	-	-

Note: Agencies are establishing their cost-saving projects during the second-third quarters of FY 2003.

**Measure 4.2: Percent of DISR activities with long—range IT plans**

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

**Measure 4.3: Percent variance of estimate to actual expenditure (over/under)**

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

**Measure 4.4: Percent reduction of employee lost work-day injury cases (DISR) — wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)**

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 4.5: Number rating of agency on all four telephone service quality criteria: 1)Courtesy, 2)Knowledge, 3)Etiquette and 4)Overall impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 4.6: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-



# Office of Cable Television and Telecommunications

www.octt.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$3,701,000	\$4,701,000	27.0

The mission of the Office of Cable Television and Telecommunications (OCTT) is to promote, protect, and advocate the public interest in cable television, and to produce and manage television programming for City Cable Channel 13 and Channel 16.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Increase the number of original television programs from 17 to 18.
- Increase the number of web-based interactive services from 5 to 6.
- Increase citizen access to programs in languages other than English.

## Did you know...

Telephone	(202) 671-0066
Feature programs produced in FY 2002	17
Percent of identified system failures or irregularities addressed within 48 hours in FY 2002	99
Number of subscribers in FY 2002	120,000

## Gross Funds

The proposed budget is \$4,701,000, representing an increase of 27.0 percent over the FY 2003 approved budget of \$3,701,000. There are 32 total FTEs for the agency, representing no change from FY 2003.

## General Fund

**Special Purpose Revenue Funds.** The proposed budget is \$4,097,510, an increase of \$924,510 over the FY 2003 approved budget of \$3,173,000.

There are 20 FTEs funded by Special Purpose sources, representing no change from FY 2003.

The change from the FY 2003 approved budget is:

- An increase of \$924,510 for relocation expenses.

## Where the Money Comes From

Table CT0-1 shows the sources of funding for the Office of Cable Television and Telecommunications.

Table CT0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Special Purpose Revenue Fund	7,687	3,197	3,173	4,098	925	29.1
<b>Total for General Fund</b>	<b>7,687</b>	<b>3,197</b>	<b>3,173</b>	<b>4,098</b>	<b>925</b>	<b>29.1</b>
Intra-District Fund	503	817	528	603	75	14.3
<b>Total for Intra-District Funds</b>	<b>503</b>	<b>817</b>	<b>528</b>	<b>603</b>	<b>75</b>	<b>14.3</b>
<b>Gross Funds</b>	<b>8,190</b>	<b>4,013</b>	<b>3,701</b>	<b>4,701</b>	<b>1,000</b>	<b>27.0</b>

## How the Money is Allocated

Tables CT0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table CT0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	683	987	1,103	1,689	586	53.1
12 Regular Pay - Other	613	493	528	0	-528	-100.0
13 Additional Gross Pay	44	33	0	43	43	-
14 Fringe Benefits - Curr Personnel	127	226	245	265	20	8.3
15 Overtime Pay	0	22	0	32	32	-
<b>Subtotal Personal Services (PS)</b>	<b>1,467</b>	<b>1,762</b>	<b>1,876</b>	<b>2,029</b>	<b>153</b>	<b>8.2</b>
20 Supplies and Materials	17	21	25	44	19	76.0
30 Energy, Comm. and Bldg Rentals	6	6	6	35	29	489.0
31 Telephone, Telegraph, Telegram, Etc	63	101	116	119	3	2.9
32 Rentals - Land and Structures	742	796	778	726	-52	-6.7
40 Other Services and Charges	1,211	230	307	1,055	748	243.9
41 Contractual Services - Other	54	490	435	135	-300	-69.0
50 Subsidies and Transfers	3,106	-6	0	92	92	-
70 Equipment & Equipment Rental	1,524	614	158	466	307	194.3
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>6,723</b>	<b>2,252</b>	<b>1,825</b>	<b>2,672</b>	<b>847</b>	<b>46.4</b>
<b>Total Proposed Operating Budget</b>	<b>8,190</b>	<b>4,013</b>	<b>3,701</b>	<b>4,701</b>	<b>1,000</b>	<b>27.0</b>

Table CT0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Special Purpose Revenue Fund	0	21	20	20	0	0.0
<b>Total for General Fund</b>	<b>0</b>	<b>21</b>	<b>20</b>	<b>20</b>	<b>0</b>	<b>0.0</b>
<b>Intra-District Funds</b>						
Intra-District Fund	18	11	12	12	0	0.0
<b>Total for Intra-District Funds</b>	<b>18</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>18</b>	<b>32</b>	<b>32</b>	<b>32</b>	<b>0</b>	<b>0.0</b>

**Intra-District Funds**

The proposed budget is \$603,490, representing an increase of \$75,490 from the FY 2003 approved budget of \$528,000. There are 12 FTEs funded by Intra-District sources, representing no change from FY 2003.

A change from the FY 2003 approved budget is:

- An increase of \$75,490 to fully fund Schedule A requirements for salaries, fringe benefits, and overtime.

**Programs**

The OCTT operates the following programs:

**Programming**

	FY 2003*	FY 2004
Budget	\$1,385,000	\$1,533,001
FTEs	-	21

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

This division produces 24-hour programming on City Cable Channel 13 and Channel 16. Material includes gavel-to-gavel coverage of Council hearings and meetings, activities of government agencies, multiple daily drawings for the D.C. Lottery, and live and recorded coverage of the activities of the Mayor, the private sector and community organizations.

Key initiatives for this program are:

- Upgrading the Cityline program to provide

information focusing on health issues facing the citizens of the District.

- Enhancing programming responsive to the Citywide Strategic Plan, by continuing to produce D.C. in Action, and D.C. Today. These programs list government services and report on the performance of government agencies.
- Determining an appropriate means to seek underwriting support for specialized programming on City Cable Channel 16 to offset production expenses and facilitate diversity in community-based programs.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

**Key Result Measures****Program 1: Programming**

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* James D. Brown Jr., Director of Programming

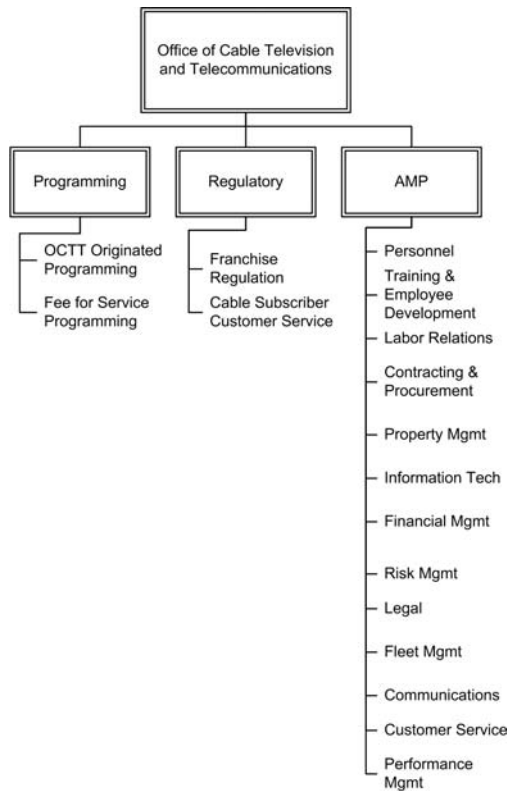
*Supervisor(s):* Darryl D. Anderson, Executive Director

**Measure 1.1: Percent increase in the number of original television programs produced (from base year)**

	Fiscal Year	
	2004	2005
Target	12	12
Actual	-	-

Figure CT0-1

## Office of Cable Television and Communications



### Measure 1.2: Percent savings that OCTT television production rates offer District agencies in comparison with the average, comparable quality, private sector, general market television production rates

	Fiscal Year	
	2004	2005
Target	20	20
Actual	-	-

### Regulatory

	FY 2003*	FY 2004
Budget	\$590,000	\$626,838
FTEs	-	6

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The Regulatory Division performs the regulatory functions of the agency, which include:

- Regulatory oversight of the District's cable franchisee, Comcast Cablevision of the

District, LLC, and the District's authorized open video systems operator, Starpower Communications, LLC, including negotiation of applicable franchise agreements.

- Customer service assistance to District residents regarding cable television complaints and concerns, including physical inspection of cable television issues and other technical issues relating to the physical cable plants of Comcast and Starpower.
- Cable television installation and service issues for District government agencies.
- Submission of proposed District legislation, rules and regulations regarding cable television.

Comcast Cablevision of the District, LLC operates as a cable television franchise in the District and, as of March 1, 2003, had approximately 97,000 subscribers. Comcast markets its cable service in two analog tiers and a digital tier. Comcast's basic tier offered 25 channels, the



expanded basic tier 31 channels (non-rebuild areas) and 45 channels (rebuild areas). In addition, Comcast offered 137 channels (non-rebuild areas) and 211 channels (rebuild areas) as part of its digital basic tier, including digital music channels. Also, Starpower Communication, LLC had approximately 28,000 subscribers in the District and provided 96 analog channels, 37 digital channels, and 46 digital music channels.

The key initiative for this program is:

- Ensuring that providers comply with the terms and conditions of their respective agreements with the District and all applicable local and federal laws.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 2: Regulatory

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Donald A. Fishman, General Counsel

*Supervisor(s):* Darryl D. Anderson, Executive Director

#### Measure 2.1: Percent of cable company franchise standards that are in compliance or for which OCTT has begun the enforcement process

	Fiscal Year	
	2004	2005
Target	75	75
Actual	-	-

#### Measure 2.2: Percent of OCTT identified system failures or irregularities resolved within two business days

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

Note: Measure 2.2 previously appeared as Measure 2.1. OCTT proposed a change of this measure at the end of FY 2002 to ensure resolution of 95 percent of system failures or irregularities (02/11/03).

## Agency Management

	FY 2003*	FY 2004
Budget	\$1,726,000	\$2,541,161
FTEs	-	5

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The purpose of the Agency Management Program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all performance-based budgeting agencies. More information about the Agency Management program can be found in the Strategic Budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 3: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work

*Manager(s):* Robin Yeldell, Director of Operations

*Supervisor(s):* Darryl D. Anderson, Executive Director

#### Measure 3.1: Percent of OCTT activities with long-range IT plans

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

#### Measure 3.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

#### Measure 3.3: Percent reduction of employee lost work-day injury cases agency-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 3.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 3.5: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-